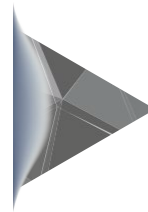


MISSOURI BOARD OF PHARMACY

ANNUAL REPORT



FY 2025

Mike Kehoe, Governor
State of Missouri

Angela L. Nelson, Director
Department of Commerce and Insurance

Sheila Solon, Division Director
Division of Professional Registration



Mike Kehoe
Governor
State of Missouri

Sheila Solon, Division Director
DIVISION OF PROFESSIONAL REGISTRATION

Department of
Commerce and Insurance
Angela L. Nelson, Director

MISSOURI BOARD OF PHARMACY
3605 Missouri Boulevard
P.O. Box 625
Jefferson City, MO 65102-0625
573-751-0091 PHONE
573-526-3464 FAX
800-735-2966 TTY Relay Missouri
800-735-2466 Voice Relay Missouri

Kimberly A. Grinston
Executive Director
www.pr.mo.gov/pharmacists
MissouriBOP@pr.mo.gov

To The Honorable Governor Mike Kehoe:

In compliance with § 338.140.3, RSMO, the Missouri Board of Pharmacy is pleased to submit its Annual Report which contains the proceedings of the Board for the fiscal year ending June 30, 2025 ("FY25"). The Board's mission is to protect the public in the regulation of pharmacy practice. The Board of Pharmacy is pleased to report another successful year.

Respectfully yours,
MISSOURI BOARD OF PHARMACY
By:

A handwritten signature in black ink, appearing to read "K A Grinston", written over a horizontal line.

Kimberly Grinston
Executive Director

Department of Commerce and Insurance
Division of Professional Registration Missouri
Board of Pharmacy

FY 2025

Board Members

James Gray, PharmD., President
Christian Tadrus, PharmD., Vice-President
Colby Grove, PharmD., Member
Darren Harris, R.Ph., Member
Douglas Lang, R.Ph., Member
Tammy Thompson, R.Ph., Member
Anita K. Parran, Public Member

Missouri Board of Pharmacy

P.O. Box 625
3605 Missouri Boulevard Jefferson
City, Missouri 65102
Phone (573) 751-0091
Fax (573) 526-3464
Web Site <http://www.pr.mo.gov/pharmacists>
Email: MissouriBOP@pr.mo.gov

Kimberly A. Grinston, J.D., Executive Director

TABLE OF CONTENTS



Executive Summary	5
About the Board	7
Board Operations	8
Financial Summary	11
Licensing	13
Complaint Summary	25
Disciplinary Actions	28
Inspections/Investigations	32
Compounded Drug Testing	34
Rulemaking	35
Rx Cares for Missouri	36

Executive Summary



This Annual Report covers the activities of the Missouri Board of Pharmacy from July 1, 2024 to June 30, 2025 (FY25). The Board is pleased to announce another successful regulatory year as reflected below:

Board Operations

- The Board held twenty-one (21) meetings during FY25, including seventeen (17) regular meetings, three (3) meetings of the Nuclear Pharmacy Rule Review Sub-Committee, and one (1) meeting of the Sterile Compounding Sub-Committee.* Board members Douglas Lang and Christian Tadrus also serve on the Joint Oversight Task force for the Prescription Drug Monitoring Program. In addition to Board/Sub-Committee meetings, the Missouri Hospital Advisory Committee established by § 338.165, RSMo, held one (1) virtual meeting facilitated by the Board.*
- Telephone calls received/responded to by the office increased by 33.4% to 8,078 telephone calls. An additional 302 calls were handled by Board inspectors.
- As part of its ongoing efforts to protect patients through voluntary compliance, the Board hosted seven (7) educational webinars. Educational programs were free and Board approved for pharmacist continuing education.

Financial Overview

- Total appropriation and authorized transfers for FY 25 were \$4,352,434. Board expenditures decreased by 4% to 1,168,547.47.
- Board revenue increased to \$ 3,698,389.21 (+21.4%). The increase was primarily attributable to FY25 fee increases to fund state-mandated salary increases and rising operational costs for goods and services. The FY25 fee increases were the first approved fee increases by the Board in seventeen (17) years.

Licensing Summary

- The Board's total licensee/registrant count remained consistent with 37,549 licensees/registrants at the close of the fiscal year (-1.1%), as reflected below:
 - Drug Distributors: 1,335 (+4.2%)
 - Drug Distributor Registrants: 130 (+9.2%)
 - Drug Outsourcers: 56 (+16.66%)
 - Intern Pharmacists: 1,005 (-24.8%)
 - Pharmacies: 2,895 (+3.2%)
 - Pharmacists (Active and Inactive): 12,000 (-2.2%)
 - Pharmacy Technicians 19,852 (-1.46%)
 - Temporary Pharmacists: 12 (+20%)
 - Third-Party Logistics Providers: 264 (+6%)
- New licensees/registrations in FY25 decreased to 6,258 licenses/registrations (-6.1%) as reflected below:
 - Drug Distributors (106, +16.48%)
 - Drug Distributor Registrants (17, -39.2%)
 - Drug Outsourcers (13, +160%)
 - Intern Pharmacists (330, +2.48%)
 - Pharmacies (242, +3.86%)
 - Pharmacists (407, -8.3%)
 - Pharmacy Technicians (5,097, -7.5%)
 - Temporary Pharmacists (8, No Change)
 - Third-Party Logistics Providers (38, +35.7%)

Executive Summary



- Total licensed pharmacies increased by 3.2% to 2,895 licensed pharmacies (1,406 in-state, 1,485 non-resident, 4 temporary). Two (2) Missouri counties do not have a licensed pharmacy (Schuyler & Knox); Fifteen (15) Missouri counties have only one licensed pharmacy.

Complaint Handling

- The Board received/opened 541 complaints in FY 25, representing a 41% decrease from FY 24. New complaints spiked significantly during FY24 due to pharmacist continuing education related complaints opened by the Board after the FY24 pharmacist renewal audit. FY25 was a non-audit year for pharmacist continuing education, resulting in the decrease in new complaints.
- The Board issued final dispositions on 463 complaints/cases; All of the closed complaints/cases were non-tax related.
- Of the 541 non-tax related complaint dispositions, 88.8% resulted in no disciplinary action (411 cases), while disciplinary action was taken in the remaining 11.2% (52 cases).

Disciplinary Actions

- The Board issued fifty-two (52) practice related disciplinary actions, representing a 23.5% decrease from FY 24.

Inspections/Investigations

- Three-hundred and eleven (311) investigations were completed during the fiscal year, representing a 26.4% increase from FY24 and a 47% increase since FY20.
- Eight-hundred and sixty-eight (868) inspections were conducted (-19.3%). The decrease is primarily attributable to pharmacist inspector vacancies/medical leave and the significant increase in investigations during the fiscal year. Approximately 63.7% of Board inspections identified regulatory violations (violations noted/compliance notices).

Compounded Drug Testing

- Pursuant to § 338.150, RSMo, the Board conducts a testing program for drug preparations compounded by licensed pharmacies. 64.9% of products tested in FY25 were satisfactory while 35.1% were unsatisfactory. Failing potency results ranged from 45.9% to 291.3%.

Rulemaking

- The Board continued its review of Missouri's pharmacy rules to ensure appropriate and consistent regulation.
- Three (3) administrative rules were adopted or amended in FY 25 and submitted four (4) legislative proposals for approval by the Governor.

Rx Cares for Missouri

- The Board expended \$105,013.46 for the Rx Cares for Missouri Program: \$96,045 in Rx Cares grant funding/educational activities and \$8,968.46 in Rx Cares grants.
- One-hundred and thirty-one (131) entities participated in the medication destruction/disposal program during the fiscal year, including pharmacies, hospitals, and local law enforcement agencies.
- Approximately 16,294 pounds of unwanted medication was destroyed in FY25 under the Rx Cares Medication destruction program. Approximately 67,770.96 pounds of unwanted medication have been destroyed since initial program implementation in FY 20 (@ 33.88 tons).

About the Board



MISSION STATEMENT

The Board's mission is to serve and protect the public by providing an accessible, responsible and accountable regulatory system that:

- Protects the public from incompetence, misconduct, gross negligence, fraud, misrepresentation or dishonesty;
- Licenses only qualified and competent professionals, and;
- Ensures compliance with professional standards and federal and state pharmacy law.

ABOUT THE MISSOURI BOARD OF PHARMACY

The Missouri Board of Pharmacy was statutorily created in 1909 and has served the citizens of Missouri through the regulation of pharmacy practice for over 100 years. The Board of Pharmacy is an autonomous Board within the Division of Professional Registration, an agency of the Department of Commerce and Insurance.

MEMBERSHIP

The Board consists of seven (7) members, including, six (6) licensed pharmacists actively engaged in the practice of pharmacy and one (1) public member. By statute, at least one member must provide pharmaceutical services to a hospital, skilled nursing facility or intermediate care facility on a full-time basis. Board members are appointed by the Governor and confirmed by the Missouri Senate. All members hold office for five (5) years from the date of their appointment or until their successors have been appointed and qualified. The Board annually elects a president and vice-president, each of whom serve one (1) year terms.

FUNCTIONS

Pursuant to Chapter 338, RSMo, the Board has superintending control over the practice of pharmacy in the State of Missouri and its primary duties consist of:

- Ensuring compliance with Chapter 338, RSMo, and the rules of the Board;
- Licensing/registering pharmacists, pharmacy technicians, intern pharmacists, pharmacies, drug distributors, drug outsourcers and third-party logistics providers;
- Investigating complaints within the Board's statutory jurisdiction;
- Disciplining licensees which may include, public censure, probation, suspension or revocation of a licensee/ registrant;
- Inspection of pharmacies, drug distributors, drug outsourcers and third-party logistics providers; and
- Approval of preceptors and intern training facilities.

Board Operations



General Board Operations

The Board held twenty-one (21) meetings during FY25, including seventeen (17) regular meetings, three (3) meetings of the Nuclear Pharmacy Rule Review Sub-Committee, and one (1) meeting of the Sterile Compounding Sub-Committee.* Board members Douglas Lang and Christian Tadrus also serve on the Joint Oversight Task force for the Prescription Drug Monitoring Program. In addition to Board/Sub-Committee meetings, the Missouri Hospital Advisory Committee established by § 338.165, RSMo, held one (1) virtual meeting facilitated by the Board.*

**Public attendees were able to virtually attend open session meetings.*

Staff

The following staff were employed by the Board at the close of FY25:

Staff

- Kimberly Grinston, J.D., Executive Director
- Jennifer Boehm, Administrative Coordinator
- Semaja Smith, Pharmacy Technician Coordinator
- Mary Dunbar, Customer Service Representative
- Emma Meyer, Pharmacist Coordinator

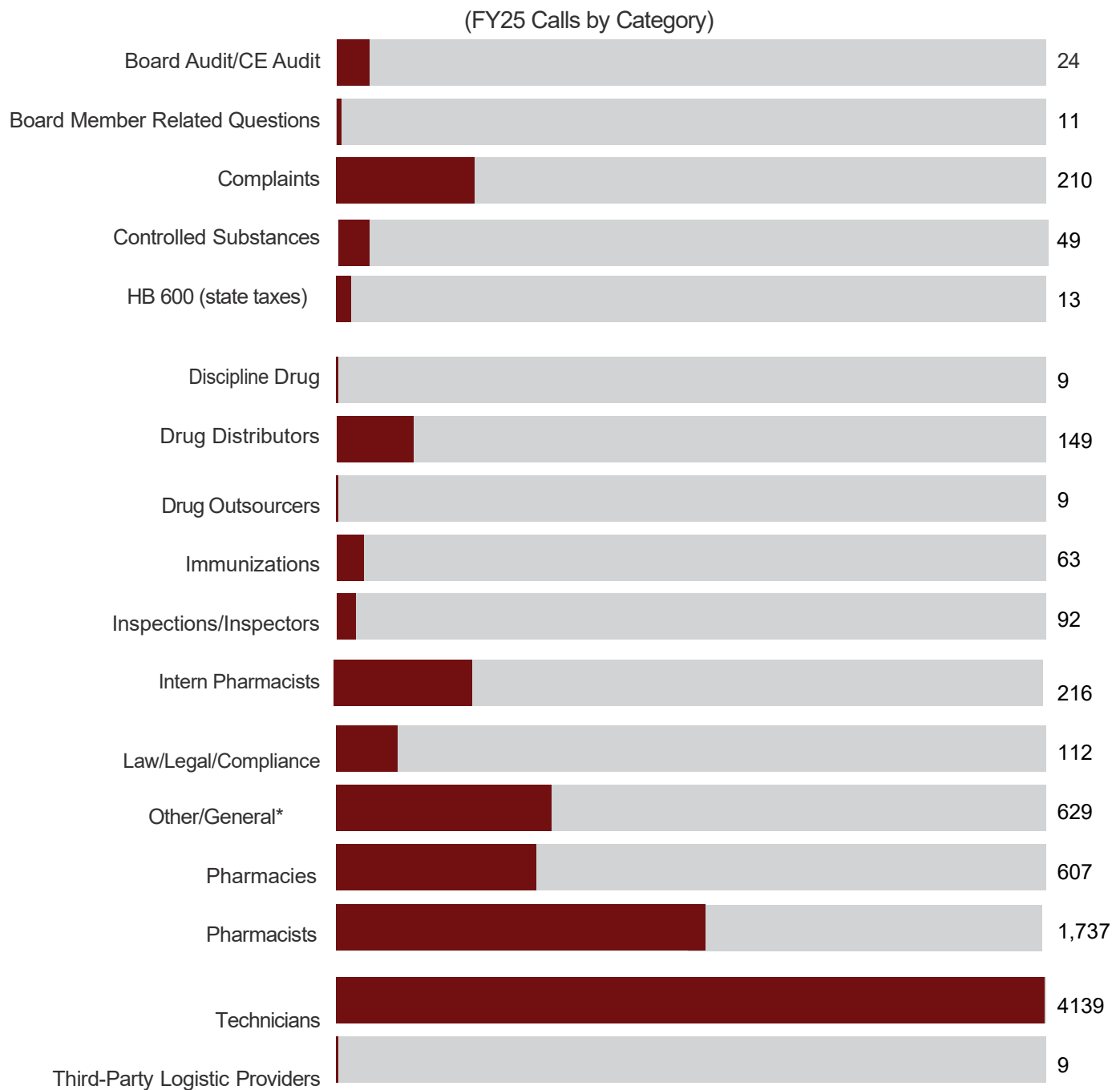
Inspectors

- Tom Glenski, R.Ph., Chief Inspector
- Katie DeBold, PharmD.
- Andrea “Andi” Miller, PharmD.
- Scott Spencer, R.Ph.
- Lisa Everett, R.Ph.
- Natalie Foster, PharmD.
- Daniel Vandersand, R.Ph.
- Elaina Wolzak, R.Ph.
- Barbara Wood, R.Ph.

Board Operations

Office Activities

The Board office received/responded to 8,078 telephone calls during FY25, representing a 33.4% increase from FY24. Board Inspectors responded to an additional 302 calls. Major call topic areas are identified below:



Board Operations



Education/Training

As part of its ongoing efforts to promote voluntary compliance, the Board hosted the following compliance webinars in FY25 (participants were awarded free continuing education credit):

- 2024 Compliance Update/Inspector Q&A
- MOPRO Online Licensing System and Regulation Update
- 2024 MO HealthNet Pharmacy Program Update
- Regional Compliance Program (Columbia)
- Regional Compliance Program (St. Louis)
- Regional Compliance Program (Kansas City)
- Regional Compliance program (Springfield)

Legislative Proposals

The following legislative proposals were approved by the Board for the 2025 legislative session:**

- Rx Cares for Missouri Grant Program: Extends the Rx Cares for Missouri program sunset date from August 28, 2026, to August 28, 2031.
- Prescription Adjustments to Enhance Patient Access to Medication: Allows a pharmacist to make minor adjustments to the quantity or dosage form of a prescription to prevent medication delays and align with the prescriber's intent. Also allows a pharmacist to order medical device related supplies/equipment needed to use prescribed treatment.
- Pharmacist Continuing Education: Clarifies that pharmacists must complete thirty (30) hours of continuing education each biennial renewal period.
- Emergency Medication Dispensing: Amends § 338.200.2(1) to allow pharmacists to use their professional judgment to dispense refilled medication as needed for an authorized emergency.

*** Legislative proposals are subject to Governor approval.*

Gold Certificates

The following individuals received Gold Certificates during FY25 representing fifty (50) years of licensure as a Missouri pharmacist:

- | | |
|------------------------|--------------------------------------|
| • James D. Bailey | • James S. Erickson |
| • Deborah A. Baumann | • Wesley L. Fakes |
| • Timothy L. Beebe | • Mary R. Farris |
| • Valerie F. Boelsen | • David O. Farris |
| • Richard C. Bosworth | • John W. Frick |
| • Charles M. Bruner | • Patrice N. Frieda Hal W. Galbraith |
| • Jerry W. Callahan | • Phillip C. Gerlt |
| • Paul L. Chilcutt | • George B. Graddy |
| • Thomas A. Cochran | • Gary W. Grove |
| • Edward J. Dannenberg | • Lucinda A. Gyurci |
| • Joseph M. DiCapo | • Richard L. Hayslett |
| • John R. Dillon | • Michael A. Hefley |
| • Robert G. Epping | • Jerry D. Hemeyer |

Board Operations



Gold Certificates (Cont'd)

- Stanley R. Hodges
- Dennis P. Hunt
- Charles E. Johnson Jr.
- Robert M. Judd
- Robert H. Katzenberger, Jr.
- Donna K. Kelly
- Gary W. Kribbs
- Kenneth W. Lawrence
- Jenice Evelyn Lawson
- Vernon D. Loeffler
- Richard N. Logan, Jr.
- Deborah A. Lotspeich
- Martin A. Loveland
- Craig I. Lundquist
- Tom Mammen
- David B. Marcus
- Edde V. Mcconnell
- JW McHaffie
- Frank J. Messenger
- Danny L. Myers
- Michael J. Nelson
- Nancy E. Ogden
- Stanley D. Parks
- Mark M. Roaseau
- John R. Roesle
- Kathy A. Rubens
- Keith A. Shelton
- Dale E. Smith
- Sharon L. Steele
- Dennis R. Straub
- Elizabeth J. Susanka
- Ernest W. Tempel, Jr.
- Barbara A. Veto
- Bonnie E. Wheeler
- Ilana M. Widders
- Leo Zibert

Financial Summary

Financial Overview:

The Missouri Board of Pharmacy’s appropriation for the fiscal year ending June 30, 2025, was as follows:

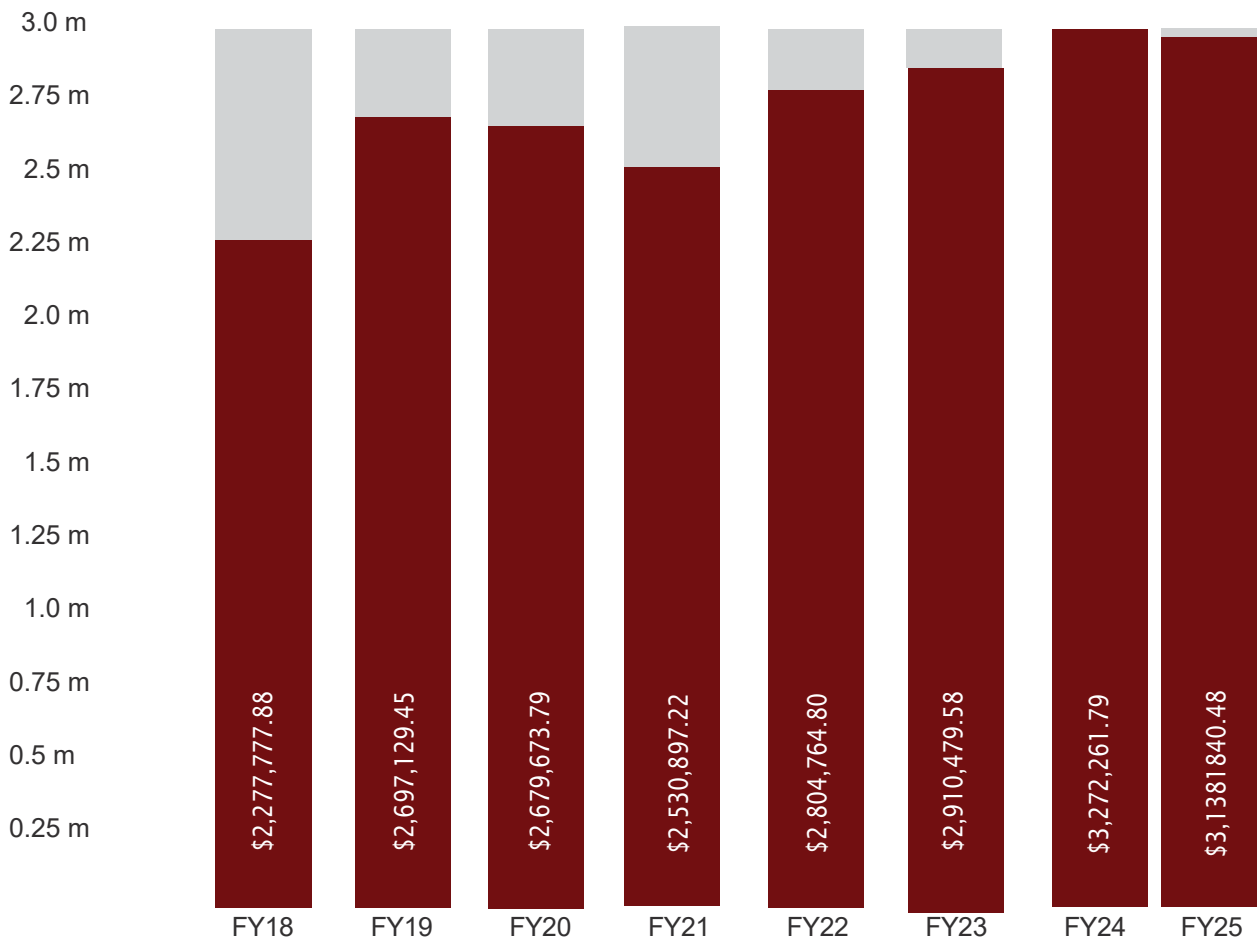
Personal Service	\$ 1,509,688
Expense and Equipment	\$ 1,420,808
Criminal History Fund	\$ 5,000
Transfers*	<u>\$ 1,416,958</u>
	\$ 4,352,434.00

Of the amount appropriated, the Board expended \$3,138,840.48 as follows:

Personal Service	\$ 1,378,651.38 (43.92%)
Expense and Equipment	\$ 591,641.63 (18.84%)
Transfers*	\$ 1,168,547.47 (37.2%)

**Transfers include costs/transfers for rent, the Division of Professional Registration, IT transfers, licensee refunds, attorney general services, Administrative Hearing Commission, DIFP Allocated Expenses and OA Allocated Expenses.*

FY25 expenditures decreased 4% as reflected below:



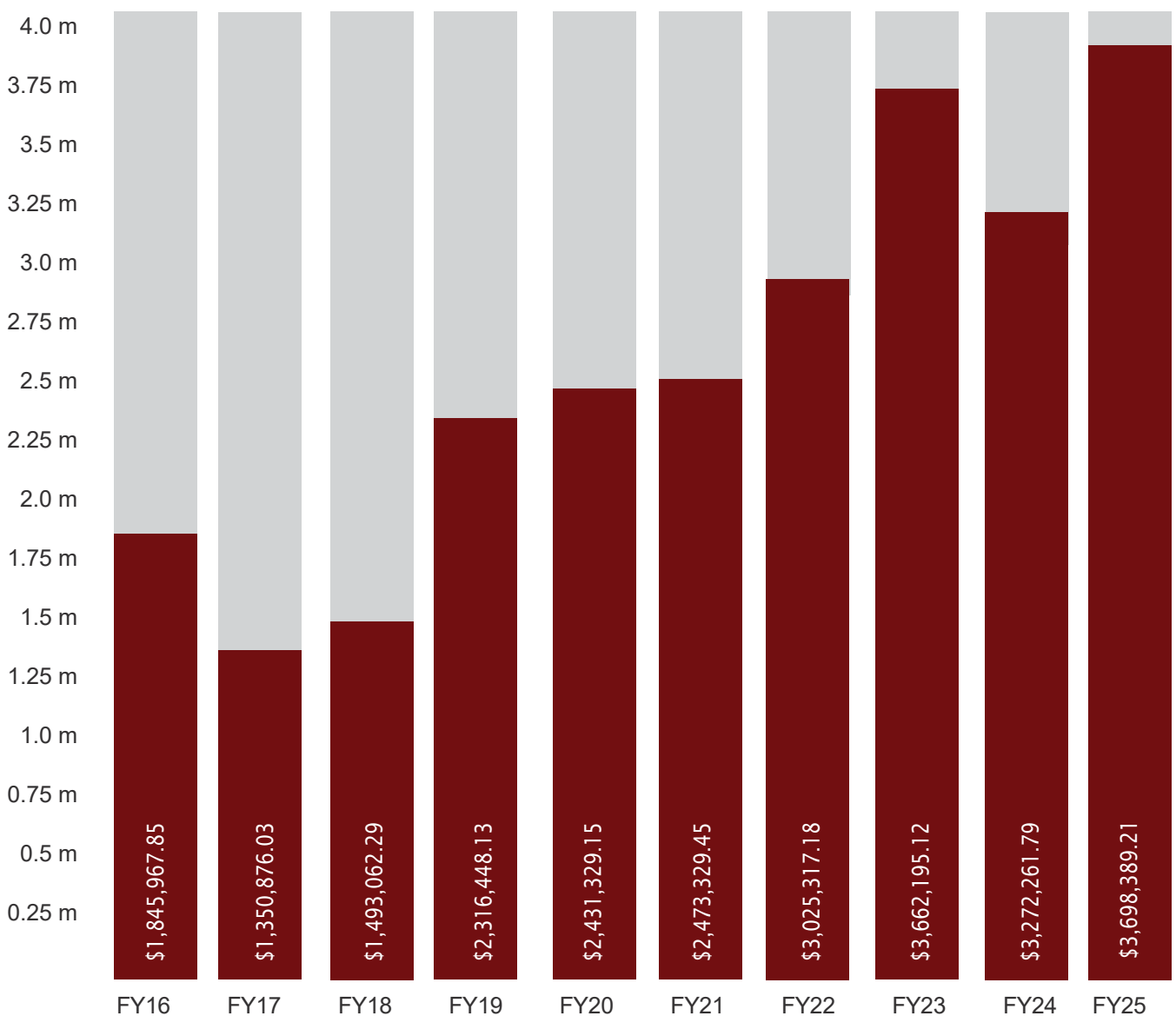
Financial Summary



Revenue Received:

The Board of Pharmacy is statutorily obligated to establish fees as necessary to administer the provisions of Chapter 338, RSMo. Section 338.070, RSMo, provides fees must be appropriate so that revenue produced does not substantially exceed the cost and expense of administering Chapter 338.

Board revenue increased in FY25 by 21.4% to \$ 3,698,389.21, primarily attributable to FY25 fee increases promulgated by the Board for all new and renewal license applications. The fee increases were promulgated to fund state-mandated salary increases and rising operational costs for goods and services. Significantly, the FY25 fee increases were the first approved by the Board in seventeen (17) years.



Licensing Summary

Pursuant to Chapter 338, RSMo, the Board licenses and regulates pharmacists, intern pharmacists, pharmacy technicians, pharmacies, drug distributors, drug outsourcers and third-party logistics providers.

Total licensee/registrant counts remained consistent with 37,549 licensees/registrants at the close of the fiscal year (37,281 active/268 inactive), as reflected below:

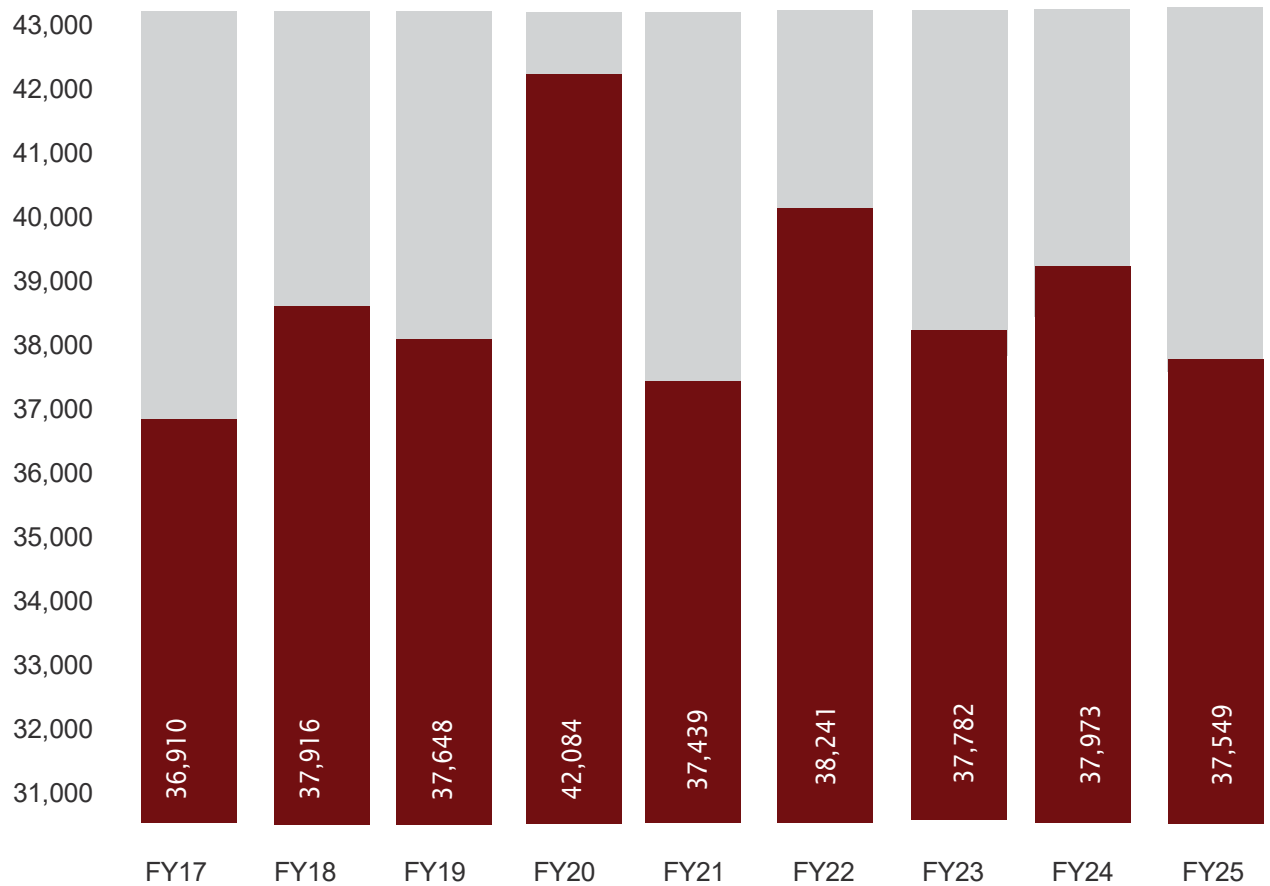
LICENSING TOTALS	
Drug Distributors (licensed & temporary)	1,335 (+4.2%)
Drug Distributor Manufacturer Registrants	130 (+9.2%)
Drug Outsourcers	56 (+16.66%)
Intern Pharmacists	1,005 (-24.8%)
Pharmacies (instate, non-resident and temporary)	2,895 (+3.2%)
Pharmacists (active and inactive)	12,000 (-2.2%)
Pharmacists (temporary)	12 (+20%)
Pharmacy Technicians	19,852 (-1.46%)
Third-Party Logistics Provider (licensed & temporary)	264 (+6%)
TOTAL	37,549 (-1.1%)

New licensees/registrations decreased by 6.1% with a total of 6,258 new licenses/registration issued as reflected below:

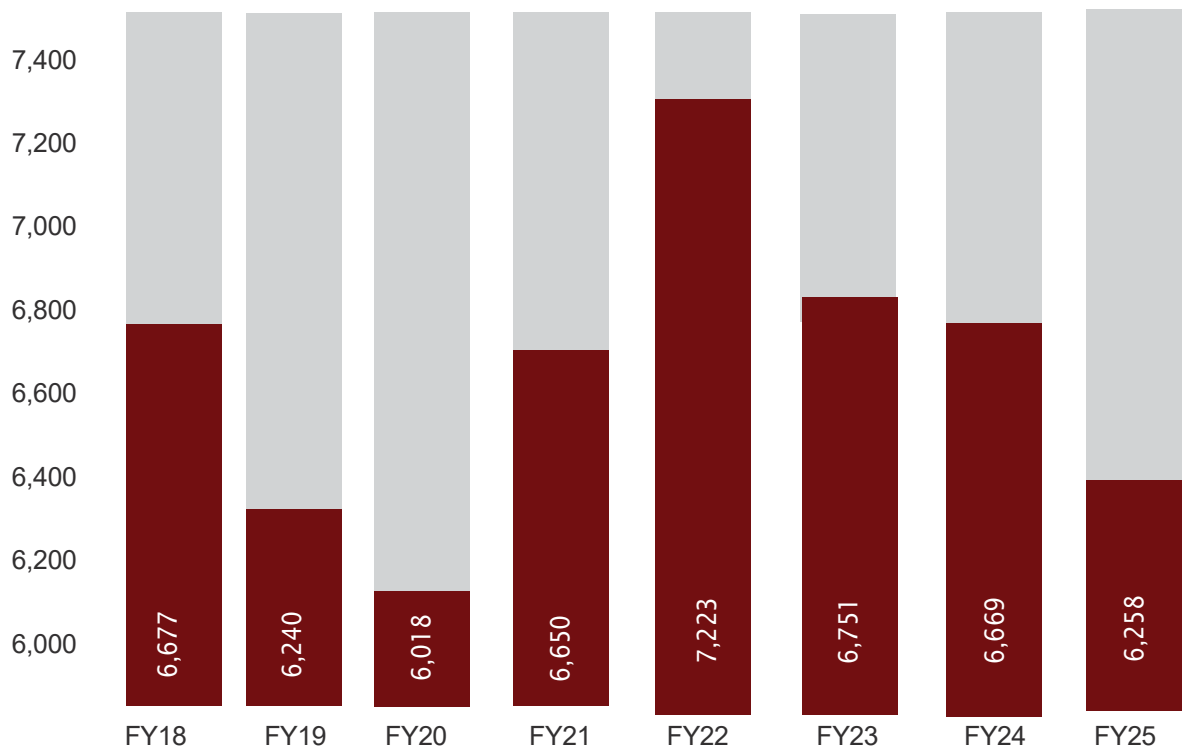
- Drug Distributors (106, +16.48%)
- Drug Distributor Registrants (17, -39.2%)
- Drug Outsourcers (13, +160%)
- Intern Pharmacists (330, +2.48%)
- Pharmacies (242, +3.86%)
- Pharmacists (407, -8.3%)
- Pharmacy Technicians (5,097, -7.5%)
- Temporary Pharmacists (8, No Change)
- Third-Party Logistics Providers (38, +35.7%)



Total Licensees/Registrants by Fiscal Year



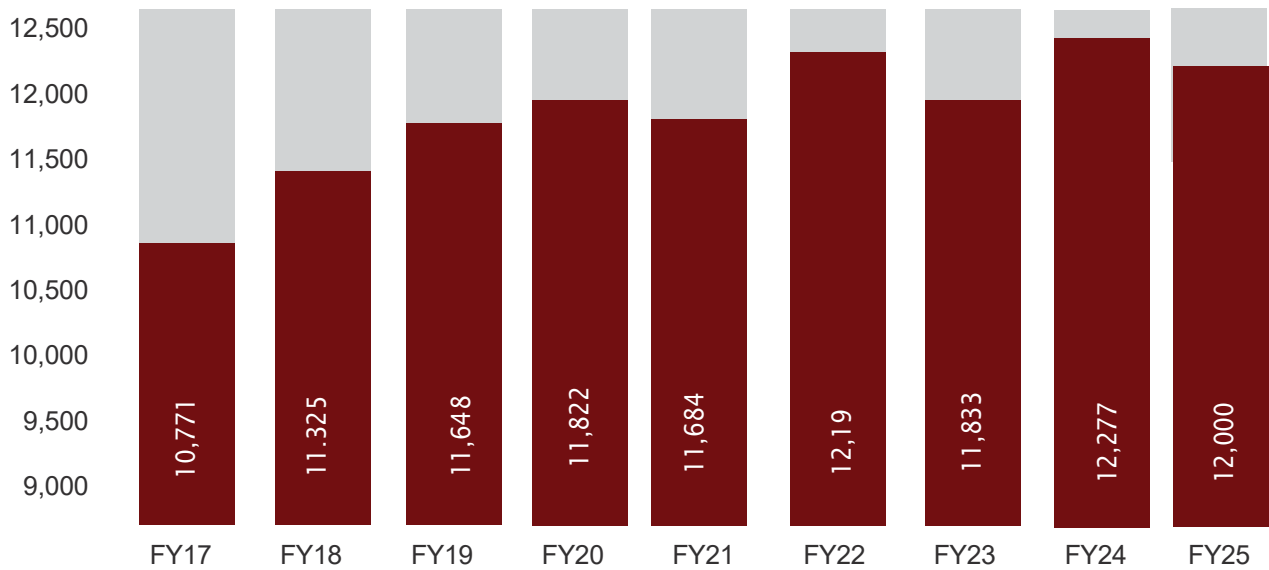
New Licensees/Registrants by FY



Licensing

Pharmacists:

Total licensed pharmacists decreased by 2.25%:



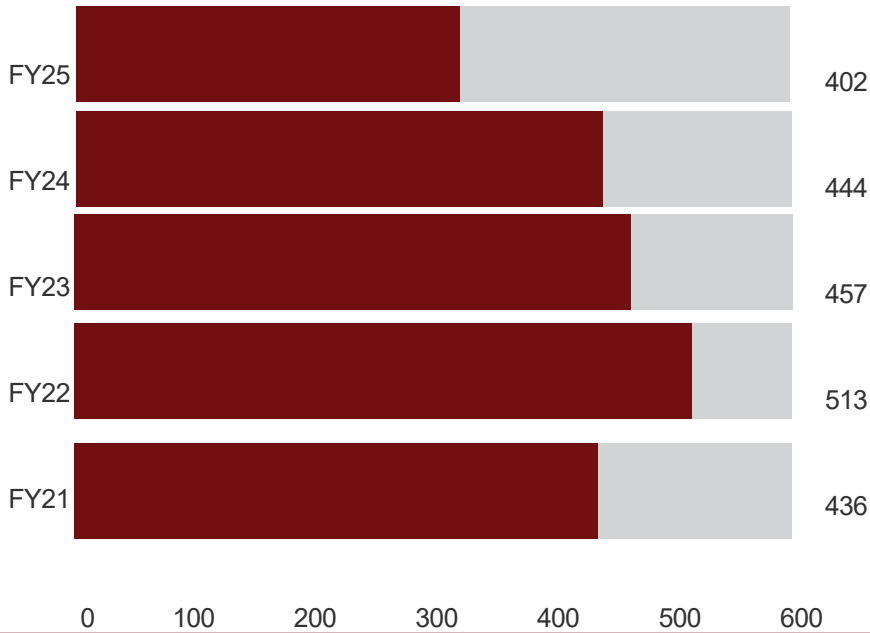
Active vs. inactive Missouri pharmacists are reflected below (resident and non-resident):

Active Licensees	11,732
Inactive Licensees	268
TOTAL LICENSED PHARMACISTS	12,000

***Inactive pharmacists are not authorized to practice in Missouri but remain licensed.*

New Pharmacist Licenses Issued

Newly licensed pharmacists decreased by 8.3%, representing the fourth consecutive year of a decline:



Licensing

Pharmacists Residing in Missouri

No significant changes occurred in resident vs. non-resident pharmacists. Approximately 59% of pharmacists reported a Missouri address as follows:

Resident Pharmacists	7,094
Non-Resident Pharmacists	4,906
Total Missouri Resident Pharmacists	12,000

Administration & Immunizations:

Pursuant to § 338.010, RSMo, pharmacists are authorized to administer vaccines authorized by § 338.010 and to administer medication by prescription order, upon filing a Notification of Intent (NOI) with the Board. At the close of FY25:

- 2,169 pharmacists were authorized to administer medication by prescription.
- 1,267 pharmacists were authorized to administer immunizations by protocol.

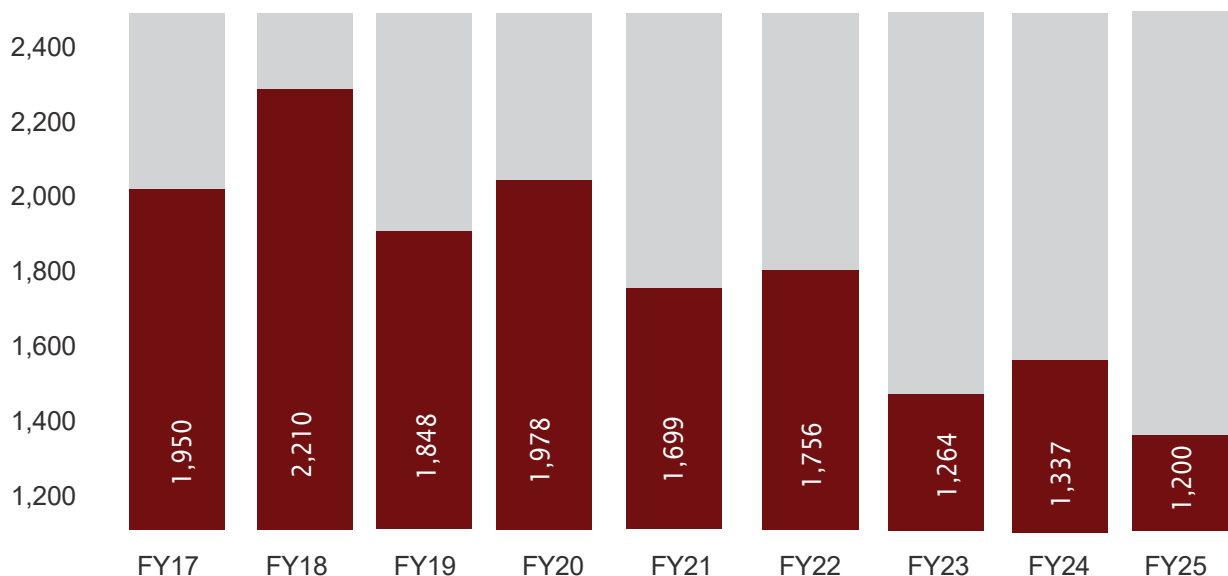
** The Missouri Division of Professional Registration implemented an online licensing portal in January 2025. Current data reflects NOI totals for only actively licensed pharmacists. Due to system restrictions, previous legacy NOI data included inactive, surrendered or expired licensees.*

Medication Therapy Services:

Section 338.010, RSMo, authorizes the Board to issue a Certificate of Medication Therapeutic Plan Authority (MTS certificate) which allows pharmacists to provide medication therapy services. A total of 4,348 pharmacists held a MTS certificate at the end of FY25 (+4.5%).

Intern Pharmacists:

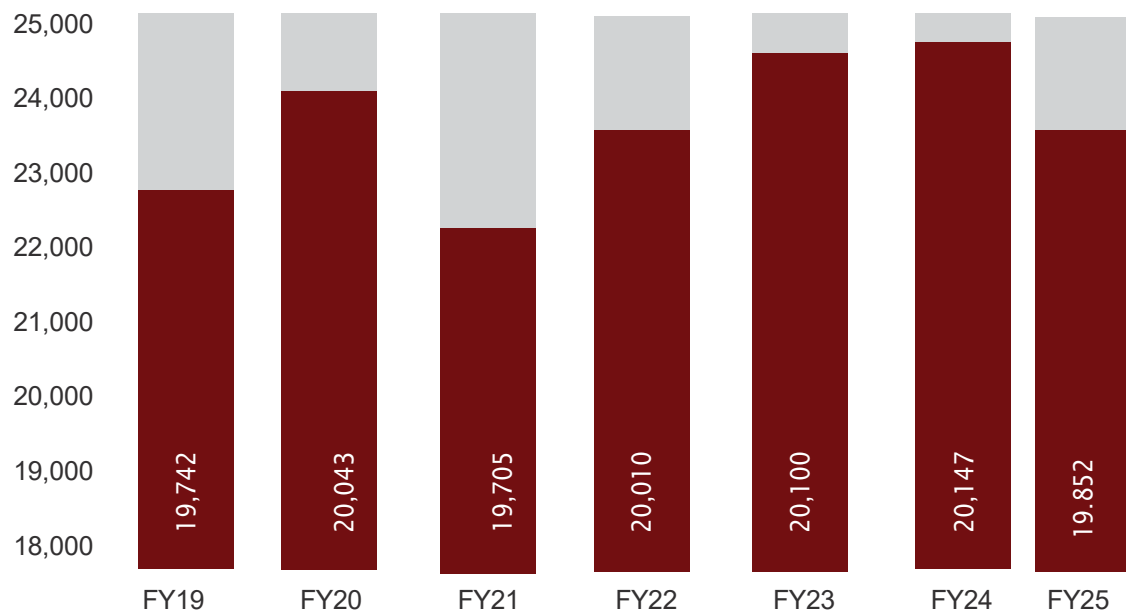
Intern pharmacists decreased by 24.8% during the FY. While newly licensed intern pharmacists show a minor increase of 2.48% (330 new licensees), overall intern license totals have decreased by 49.19% since FY 20. The decrease correlates with the nationwide decline in pharmacy school enrollment reported by the American Association of Colleges of Pharmacy.





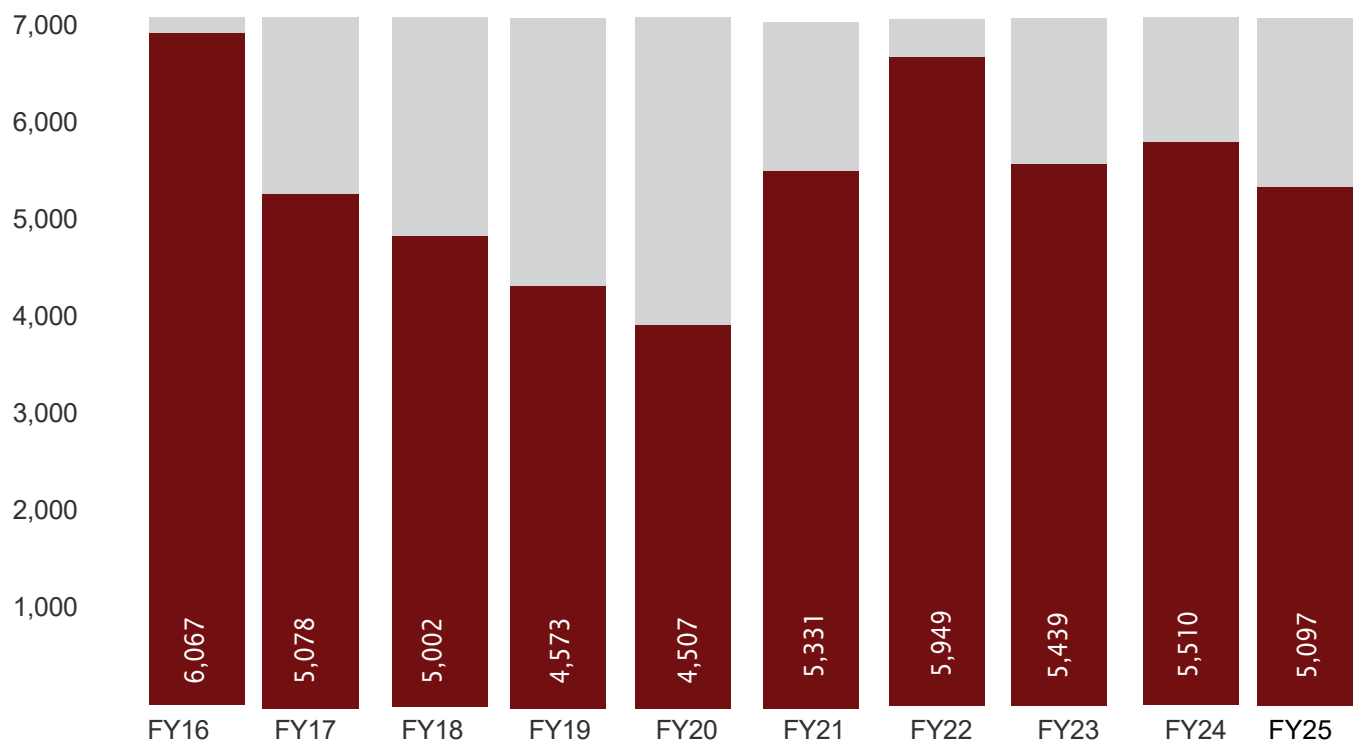
Pharmacy Technicians:

Registered pharmacy technicians remained consistent with a minor 1.46% decrease.



New Pharmacy Technician Registrations Issued

New pharmacy technician registrants decreased by 7.4%:



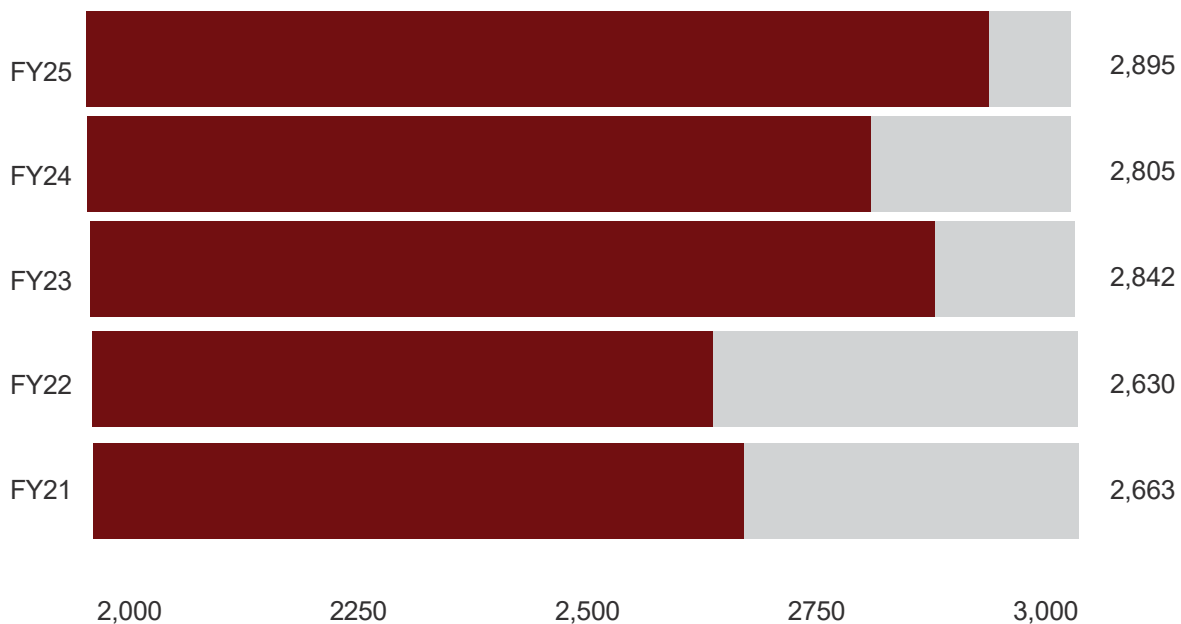
Licensing

Pharmacy Summary:

PHARMACY PERMIT TOTALS	
Instate Pharmacies	1,406
Non-Resident Pharmacies	1,485
Temporary Pharmacies	4
TOTAL	2,895

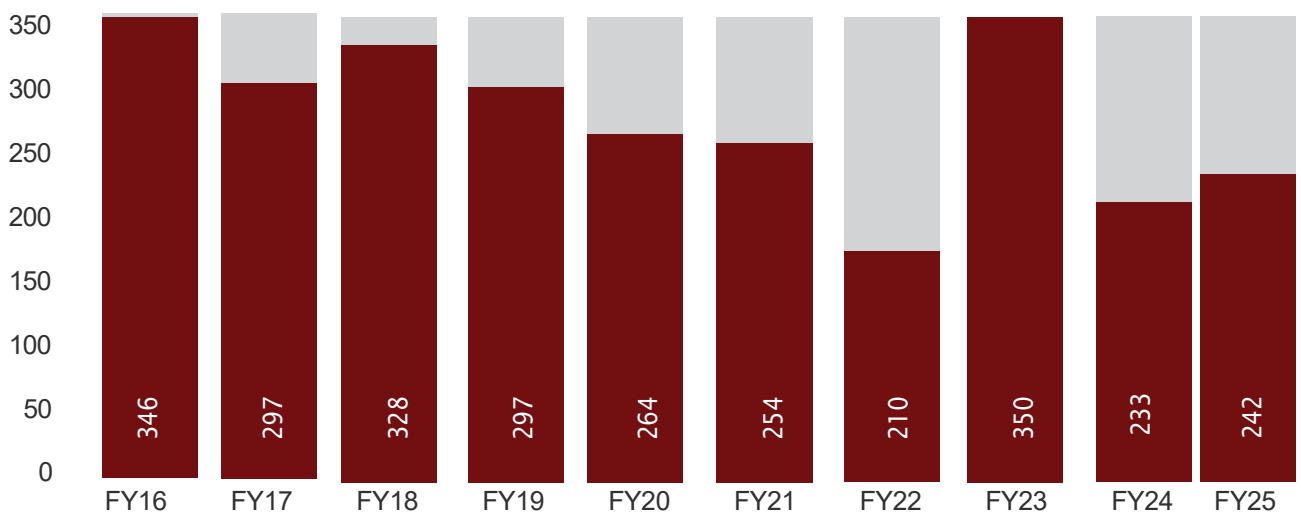
Total pharmacies increased overall by 3.2%. In-state pharmacies decreased by 1.47%; Non-resident pharmacies increased by 7.92%.

Pharmacy Permitholders By Fiscal Year



New Pharmacy Permits Issued

Newly issued pharmacy permits remained stable with a 3.86% increase:





Pharmacy Permits by Classification*

(The below totals will not equal the total # of licensed pharmacies. Pharmacies may hold multiple classifications and could be reflected in more than one category).

(Pharmacies by Classification)	
Class A: Community/Ambulatory	2,331
Class B: Hospital Pharmacy	181
Class C: Long-Term Care	909
Class D: Nonsterile Compounding	837
Class E: Radiopharmaceutical	41
Class F: Renal Dialysis	10
Class G: Medical Gas	8
Class H: Sterile Compounding	442
Class I: Consultant Services	30
Class J: Shared Services	1,547
Class K: Internet	45
Class L: Veterinary	76
Class M: Specialty (Bleeding Disorder)	139
Class N: Automated Dispensing System (Health Care Facility)	27
Class O: Automated Dispensing System (Ambulatory Care)	1
Class P: Practitioner Office/Clinic	2
Class Q: Charitable Pharmacy	1
Class R: Remote Dispensing Site Pharmacy	11



STL CITY - 77
STL COUNTY - 264

- Two Missouri counties do not have a licensed pharmacy (Schuyler, Knox)
- Fifteen (15) counties have only (1) licensed pharmacy: Bollinger, Caldwell, Carter, Clark, Daviess, Hickory, Mercer, Osage, Ozark, Ralls, Reynolds, Scotland, Shannon, Sullivan, and Worth
- Fifteen (15) Missouri counties increased in total licensed pharmacies:
 - Barry (+1)
 - Camden (+1)
 - Cole (+1)
 - Dallas (+1)
 - Dunklin (+1)
 - Holt (+1)
 - Jefferson (+1)
 - Lewis (+1)
 - Newton (+1)
 - Nodaway (+1)
 - Polk (+1)
 - Randolph (+1)
 - St. Charles (+1)
 - Webster (+1)
 - Wright (+1)



- Sixteen (16) Missouri counties/areas decreased in total licensed pharmacies:
 - Cape Girardeau (-2)
 - Clay (-1)*
 - Howard (-1)
 - Jasper (-2)
 - Jackson (-7)*
 - Lawrence (-1)*
 - New Madrid (-1)
 - Pettis (-2)
 - Ripley (-1)
 - Scott (-1)
 - Shelby (-1)
 - St. Francois (-1)
 - St. Louis City (-5)
 - St. Louis County (-8)
 - Stoddard (-1)
 - Warren (-1)

**Counties also declined in FY 24.*

- Approximately thirty-six (36) pharmacies located in Missouri closed/ceased operations in FY 25 in the following Missouri cities:

• Belton (1)	• Gideon (1)	• Oregon (1)
• Black Jack (1)	• Gravois Mills (1)	• Potosi (1)
• Blue Springs (2)	• Harrisonville (1)	• Princeton (1)
• Bolivar (1)	• Humansville (1)	• Saint James (1)
• Buffalo (1)	• Independence (1)	• Saint Louis (11)
• Camdenton (1)	• Jefferson City (1)	• Sedalia (2)
• Cape Girardeau (2)	• Joplin (1)	• Shelbina (1)
• Cassville (1)	• Kansas City (6)	• Sikeston (1)
• Chesterfield (2)	• Lewistown (1)	• Versailles (1)
• Dexter (1)	• Liberty (1)	• Warrenton (1)
• Farmington (2)	• Marshfield (1)	• West Plains (1)
• Fayette (1)	• Milan (1)	• Wright City (1)

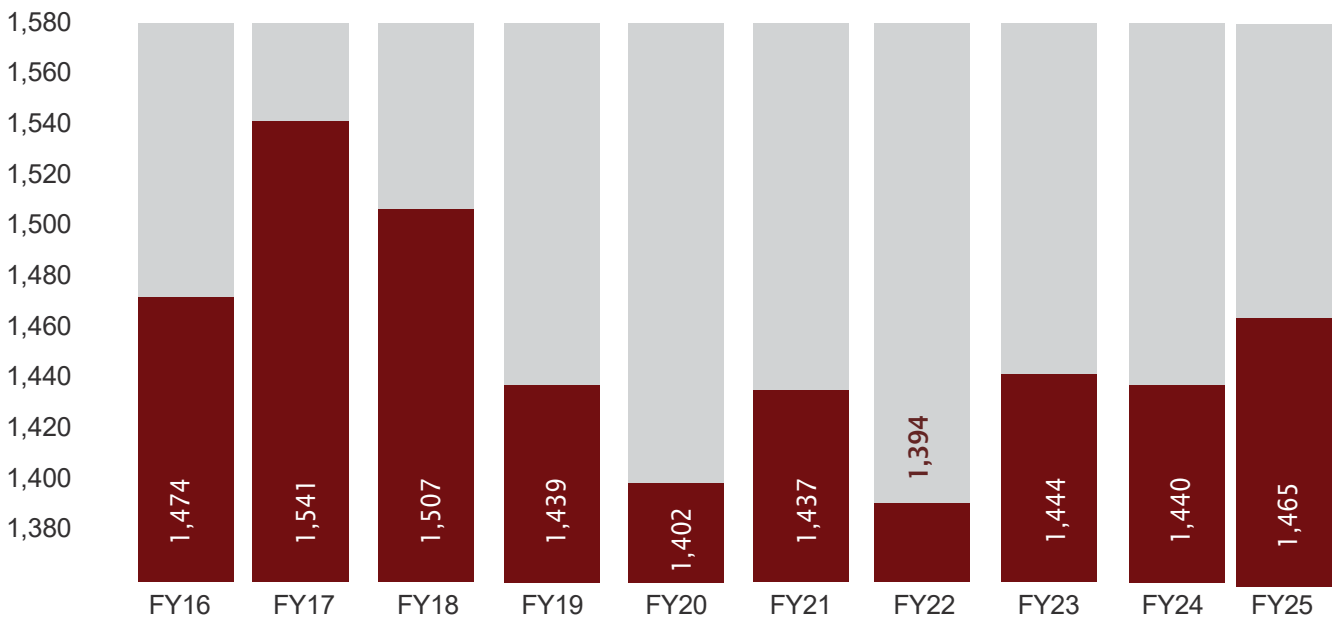
Licensing

Drug Distributor Summary:

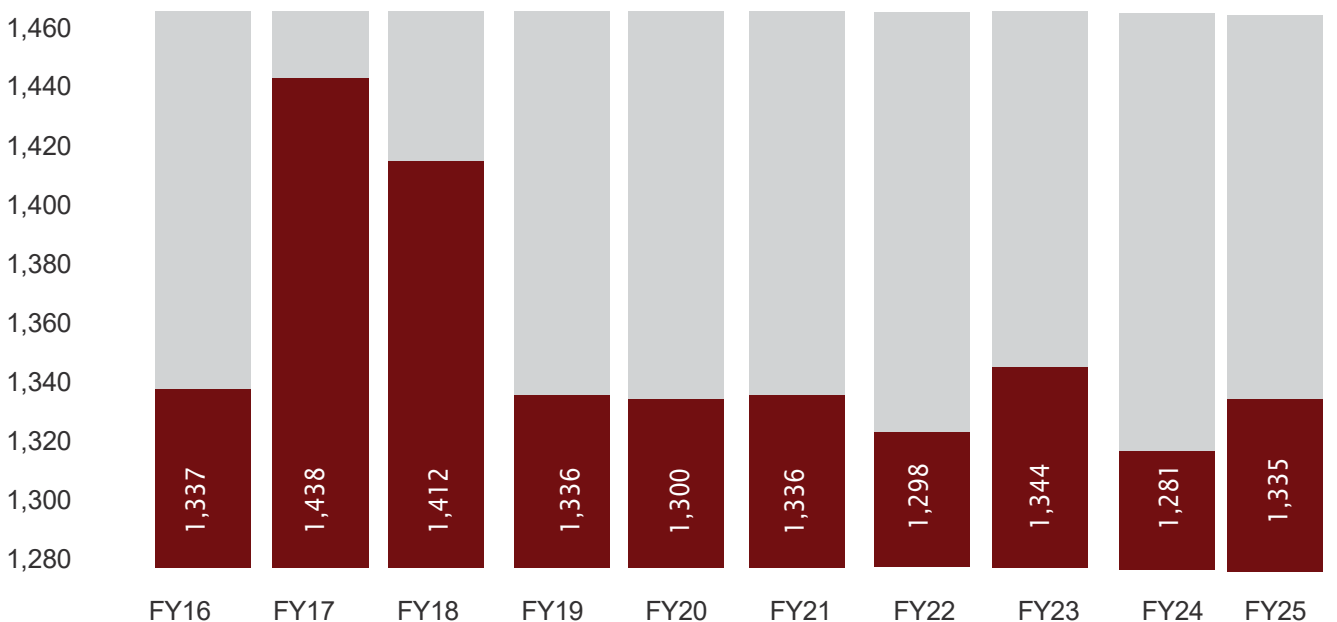
All in-state drug companies that ship/transfer legend pharmaceuticals or drug-related devices are required to be licensed as a Missouri drug distributor. Additionally, out-of-state drug companies or manufacturers that ship/transfer legend drugs or drug-related devices into Missouri must hold a Missouri drug distributor license.

TOTAL DRUG DISTRIBUTORS & DRUG DISTRIBUTOR REGISTRANTS BY FY

Total licensed drug distributors and drug distributor registrants remained consistent with a 1.73% increase (1,335 drug distributors and 130 drug distributor registrants).



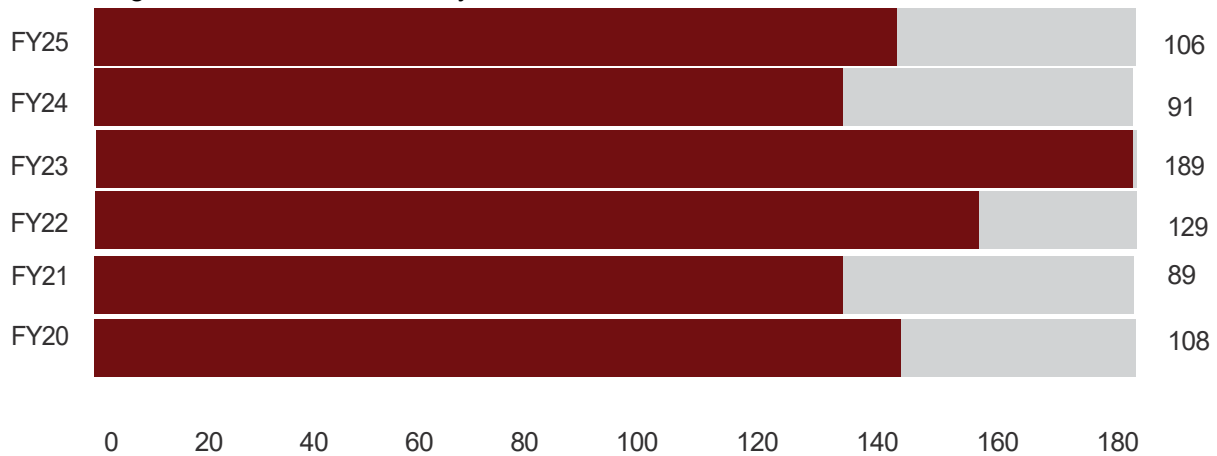
TOTAL DRUG DISTRIBUTORS BY FY



Licensing

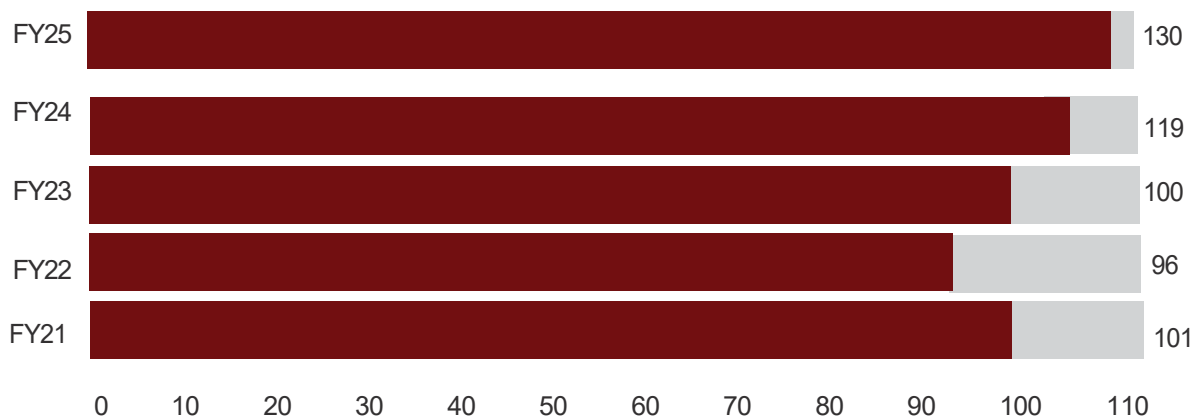
NEW DRUG DISTRIBUTORS LICENSED

Newly licensed drug distributors increased by 16.48%:



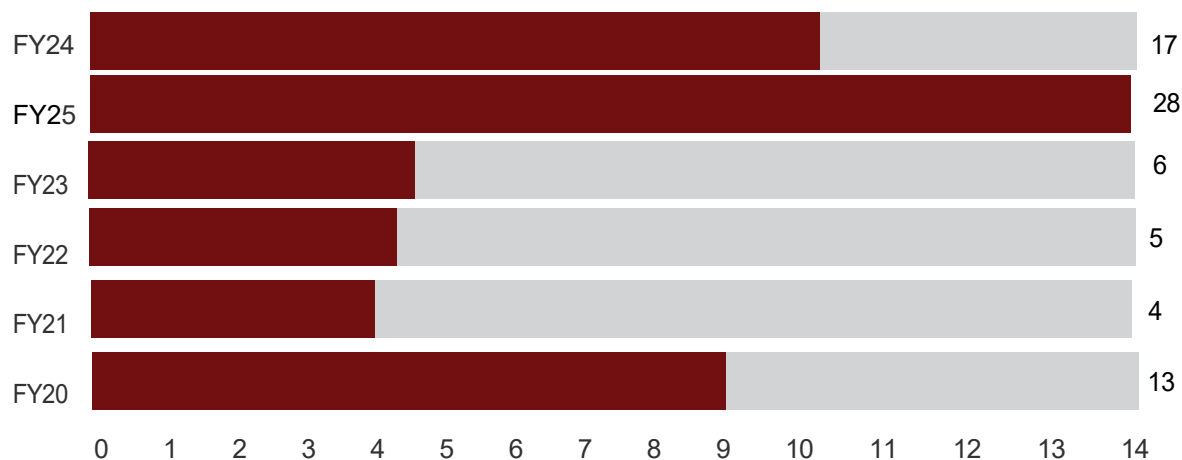
TOTAL DRUG DISTRIBUTOR REGISTRANTS BY FY

Total drug distributor registrants increased by 9.2%, but remain statistically lower:



NEW DRUG DISTRIBUTOR REGISTRANTS

Total new drug distributor registrants remained historically low:

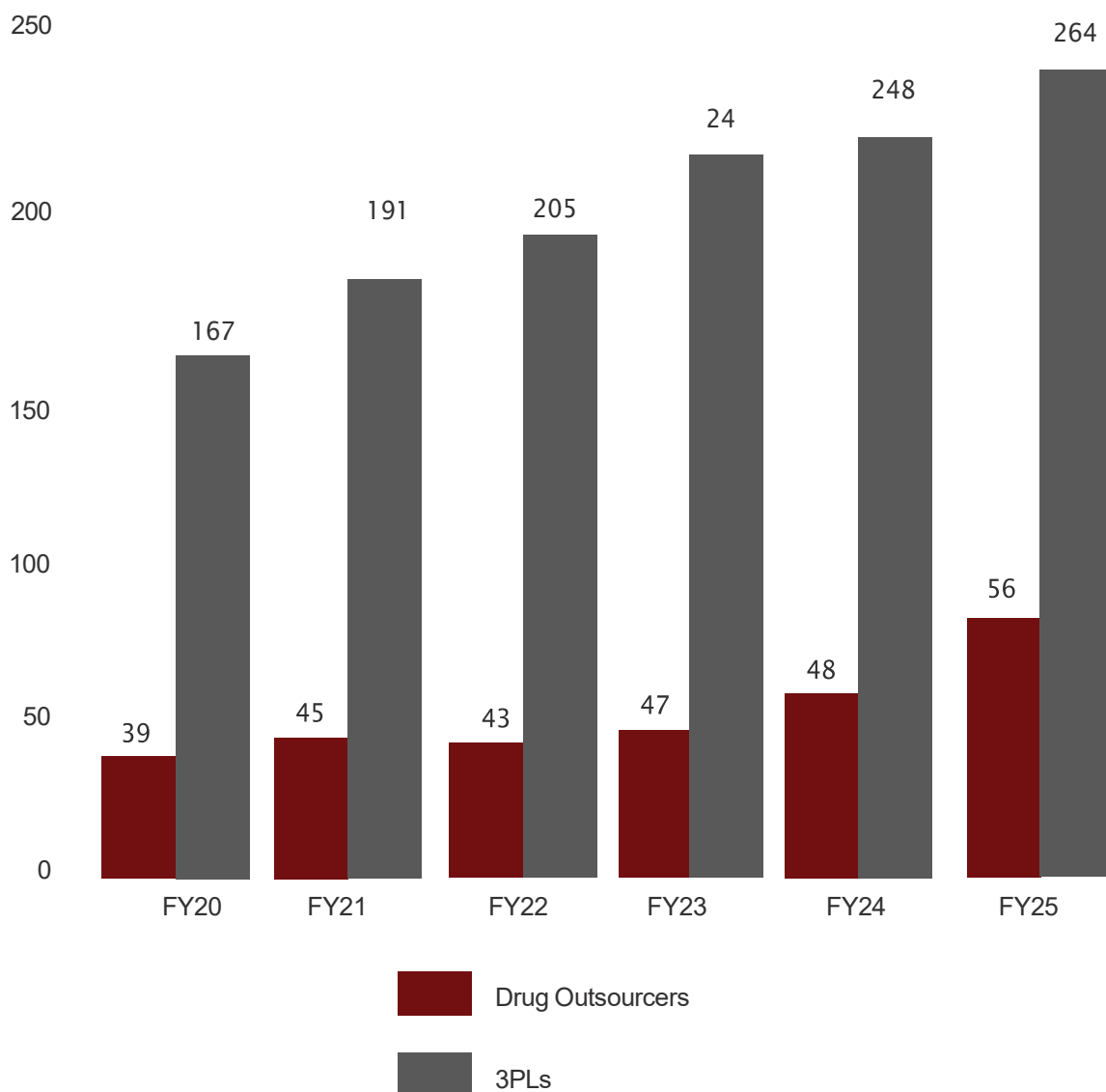


DRUG OUTSOURCERS/THIRD-PARTY LOGISTICS PROVIDERS

Total drug outsourcer and third-party logistics provider (3PL) licenses remained consistent in both categories. New applicants for both license classes remained historically low:

- Total 3PL licensees increased by 6% in FY 25; Thirty-eight (38) new 3PLs licenses were issued (+35.7%).
- Total drug outsourcers increased by 16.6%; Twelve (12) new drug outsourcer licensees were issued (+160%).

DRUG OUTSOURCERS/3PL TOTALS



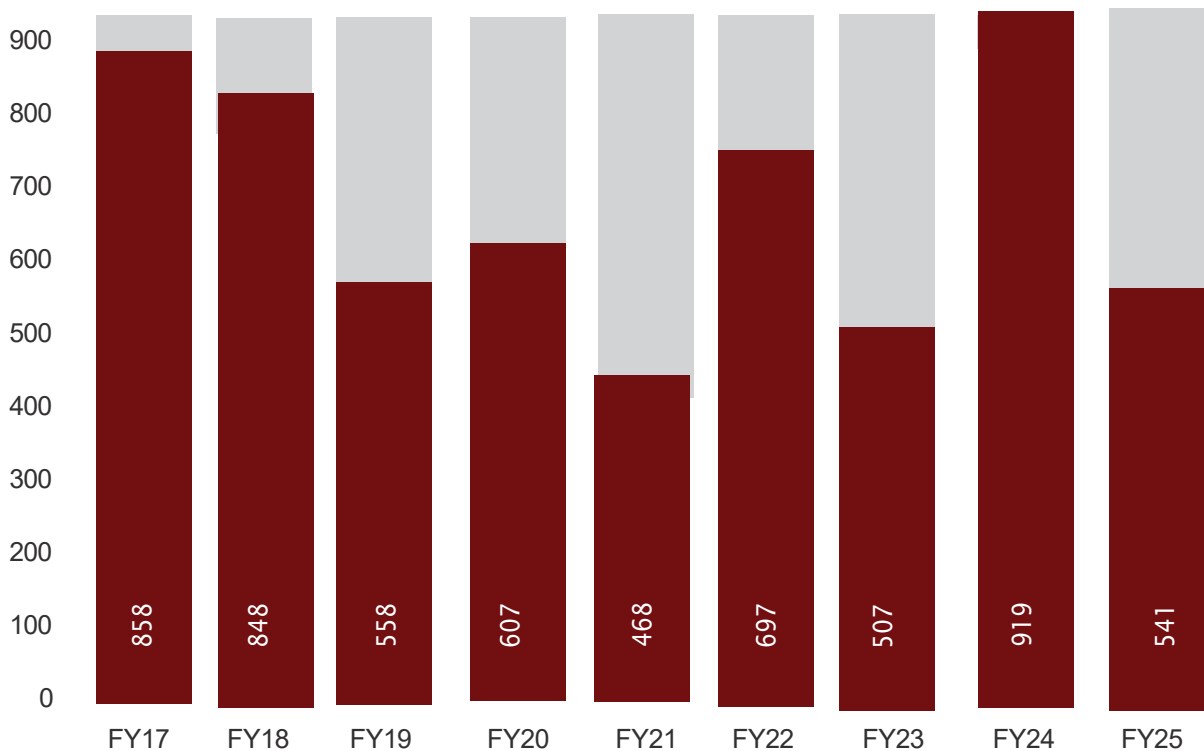
Complaint Summary

Complaint Summary

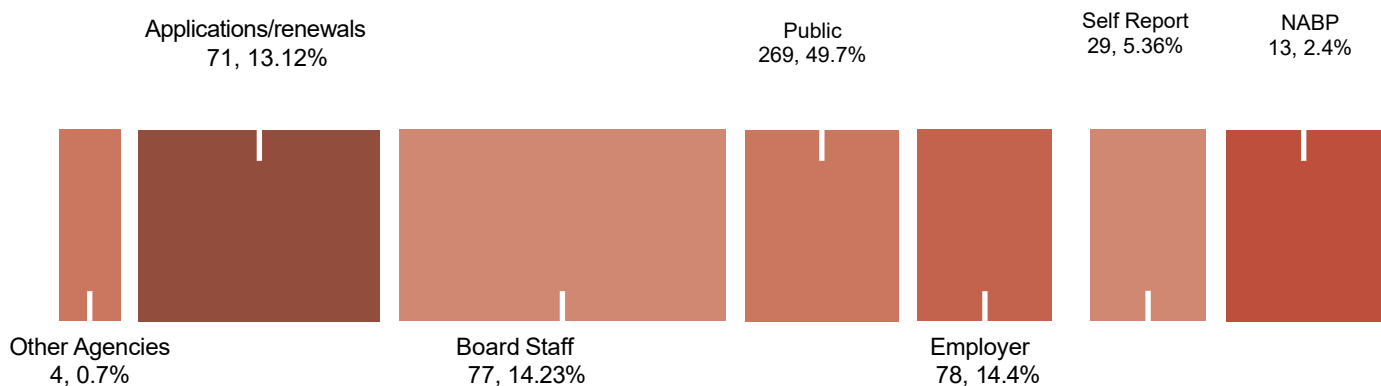
All matters investigated or officially reviewed by the Board are recorded as complaints and processed according to Board procedures. The Board received/opened 541 new complaints in FY25, representing a 41% decrease from FY24.* New complaints spiked significantly during FY24 due to pharmacist continuing education related complaints opened by the Board after the FY24 pharmacist renewal audit. FY25 was a non-audit year for pharmacist continuing education, resulting in the decrease in new complaints. One (1) tax suspension case/complaint was referred from the Missouri Department of Revenue during FY25.

**Includes mandatory employer personnel/disciplinary action reports, mandatory self-reports of discipline/adverse actions and companion cases.*

Complaints Handled by FY



Complaints/Cases by Source

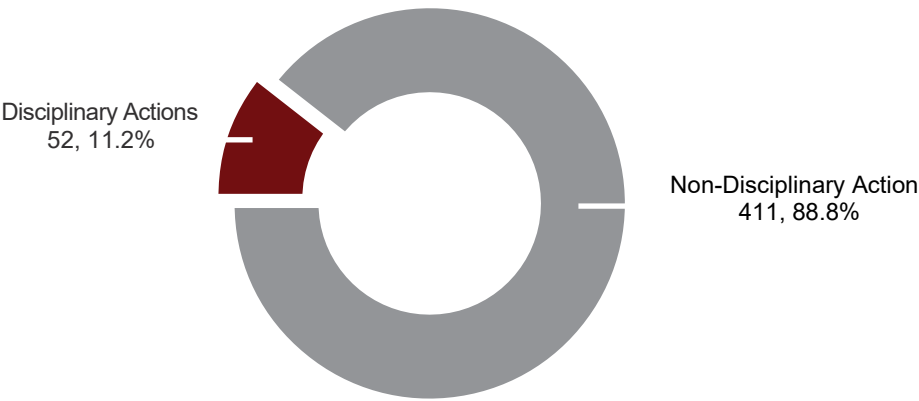


Complaint Summary

COMPLAINT DISPOSITIONS

The Board closed/issued final dispositions on 463 complaints/cases in FY25. All of the closed complaints/cases were non-tax related.*

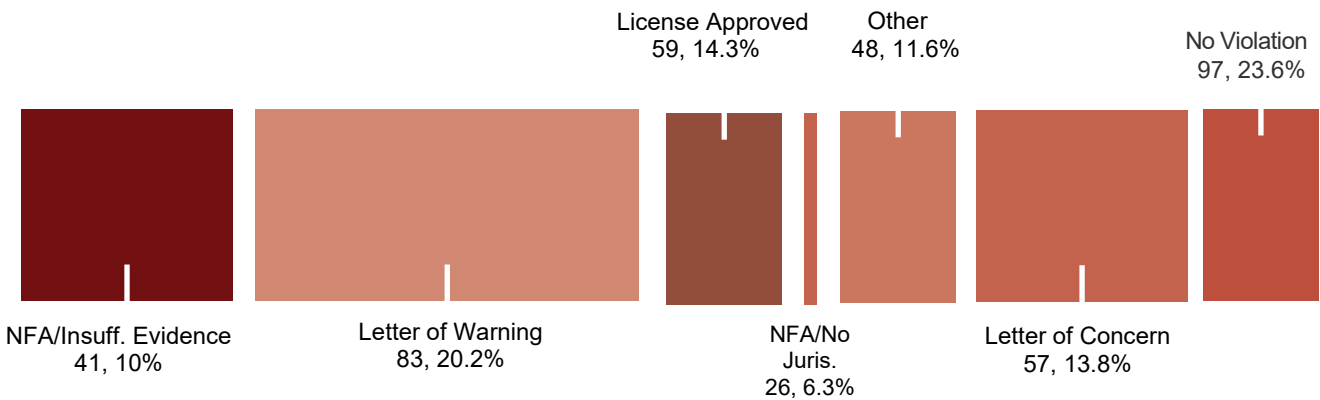
(Non-Tax Related Complaint Dispositions)



****Complaint dispositions includes complaints received in prior fiscal years but finally determined in FY25. As a result, complaint dispositions in FY25 will not equal the number of new complaints received.**

SUMMARY OF NON-DISCIPLINARY COMPLAINT RESOLUTIONS:

The following action was taken in the 411 non-tax related complaints closed without disciplinary action in FY25 (see *Disciplinary Action* section for disciplinary cases):



*** Other:** Cease & Desist (2), Admin. Closed (4), Closed (13), Closed & flagged for future review (11), Discipline modification denied (1), Merged with existing legal case (2), No further action- Patient and facility not located in Missouri/Acts occurred outside of Missouri (4), Surrender (5), License Denied (4), Voluntary Compliance Agreement (2).

Complaint Summary



FY25 CLOSED CASES BY CATEGORY

Adulterated Drugs	2
Advertising or Marketing	1
Audit Finding (Continuing Education)	30
Billing/Insurance	2
Compounding	5
Confidentiality/HIPAA	3
Criminal History	11
Disciplinary Action in Another State	50
Dispensing Error	33
Drug Distribution	1
Drug Diversion	8
Drug Losses	4
Drug Outsourcer Compliance	1
Fraudulent Prescription	2
Fraud - Unspecified	1
Immunization/Administration	6
Impairment/Addiction	5
Improper Controls/Security	26
Improper/Unauthorized Dispensing	16
Incompetence	1
Inspection Violations	1
Insurance Fraud	2
Licensure Applicant	61
Other**	17
Mandatory Reporting Violation	3
Medication Therapy Services	1
Patient Counseling	2
Pharmacy Permit Violations	2
Prescription/Transfer Delay	48
Prescription Transfers	1
Recordkeeping	2
Repackaging/Prepackaging	1
Sexual Misconduct	1

Complaint Summary



FY25 CLOSED CASES BY CATEGORY (Cont'd)

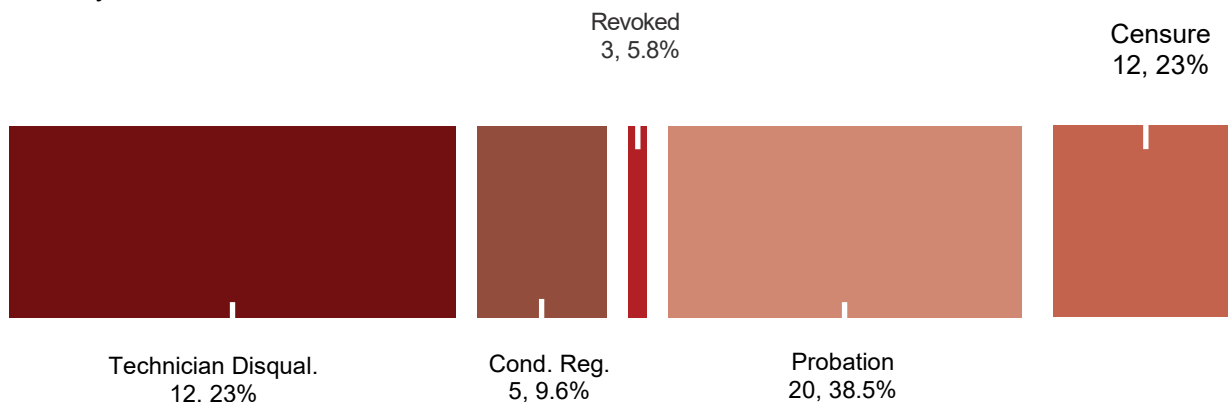
Theft (Non-drug)	16
Unlicensed Activity	32
Unprofessional Conduct	60
Unsanitary Conditions	2
Unsupervised Activity	2
Violation of Discipline	1
TOTAL	463

****Other:** Includes non-practice related personnel actions (e.g., attendance), non-disciplinary staff retirements/resignations reported to Board.

Disciplinary Actions

Summary of Disciplinary Action

Disciplinary actions decreased by 23.5% with a total of fifty-two (52) disciplinary actions imposed during the fiscal year:



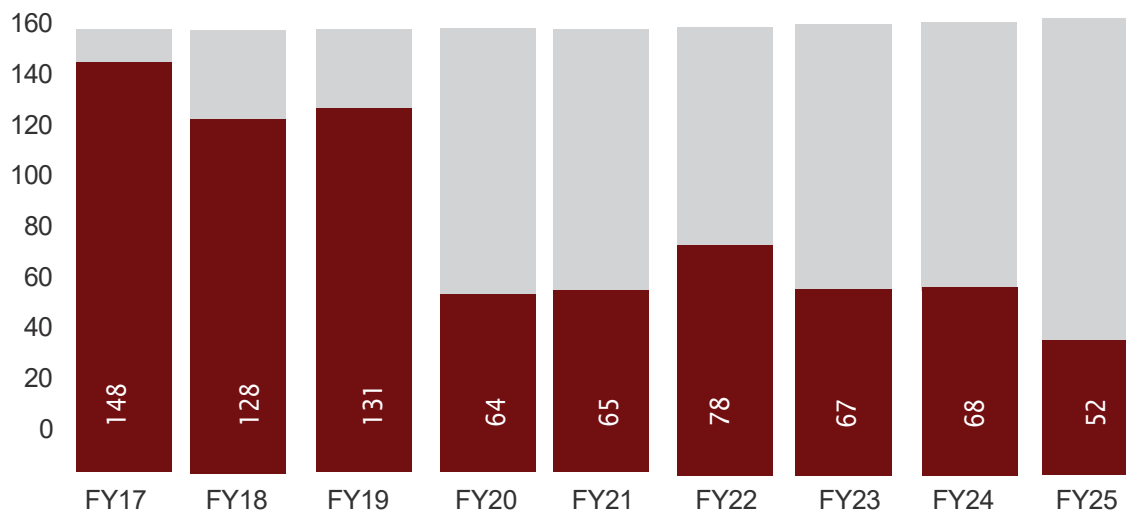
DISCIPLINARY ACTIONS BY CATEGORY

Seventeen (17) pharmacy technicians, 21 pharmacists, 5 pharmacies, 7 drug distributors, 1 drug distributor registrant and 1 third-party logistics provider were disciplined for practice-related issues during, as reflected below:

Drug Distributors Censured	2
Drug Distributors Probated	4
Drug Distributors Revoked	1
Drug Distributor Registrants Probated	1
Pharmacist Licenses Censured	10
Pharmacist Licenses Probated	9
Pharmacist Licenses Revoked	2
Pharmacy Permits Probated	5
Third-Party Logistics Providers Probated	1
Technicians Disqualified	12
Technicians Placed on Conditional Registration	5
TOTAL	52

Disciplinary Actions

(Total Practice-Related Disciplinary Actions by FY)*



* No tax suspensions from the Missouri Department of Revenue were issued under § 324.010, RSMo.

GROUND FORS FOR TECHNICIAN EMPLOYMENT DISQUALIFICATION (12)

(Cause for EDL / # Disciplined)

- Criminal History (2)
- Drug Diversion/Attempted Diversion (4)
- Drug Diversion/Non-Drug Theft (1)
- Illegal Drug Usage/Positive Drug Test (3)
- Theft (Non-Drug Related) (2)

GROUND FORS FOR TECHNICIAN CONDITIONAL REGISTRATION (5)

(Cause for CR / # Disciplined)

- Criminal History (1)
- Criminal History/False Application (1)
- Theft (Non-Drug Related) (1)
- Unlicensed Activity (2)

Disciplinary Actions

PHARMACIST DISCIPLINE BY FY:

Pharmacist practice-related discipline increased by 50%, although overall disciplinary totals remained historically low. The disciplinary increase is primarily attributable to continuing education related actions issued in FY25 following the FY24 pharmacist continuing education audit:

	FY20	FY21	FY22	FY23	FY24	FY25
Censure	5	2	6	1	3	10
Probation	6	8	6	5	9	9
Revocation	2	1	1	1	2	2
Voluntary Surrender (treated as discipline)	1	2	4	2	0	0
TOTAL	16	18	18	11	14	21

PHARMACY DISCIPLINE BY FY

Pharmacy discipline decreased by 58% as reflected below:

	FY20	FY21	FY22	FY23	FY24	FY25
Censure	1	0	2	6	3	0
Probation	5	6	7	11	9	5
Revocation	0	0	0	0	0	0
Voluntary Surrender	2	0	0	0	0	0
TOTAL	8	6	9	17	12	5

DRUG DISTRIBUTOR/DRUG REGISTRANT DISCIPLINE BY FY

Total drug distributor/drug distributor registrant disciplinary actions remained historically low, as follows:

	FY20	FY21	FY22	FY23	FY24	FY25
Censure	0	0	1	3	4	2
Probation	1	3	3	3	4	5
Revocation	0	0	0	0	0	1
Voluntary Surrender	0	0	0	0	0	0
TOTAL	1	3	4	6	8	8

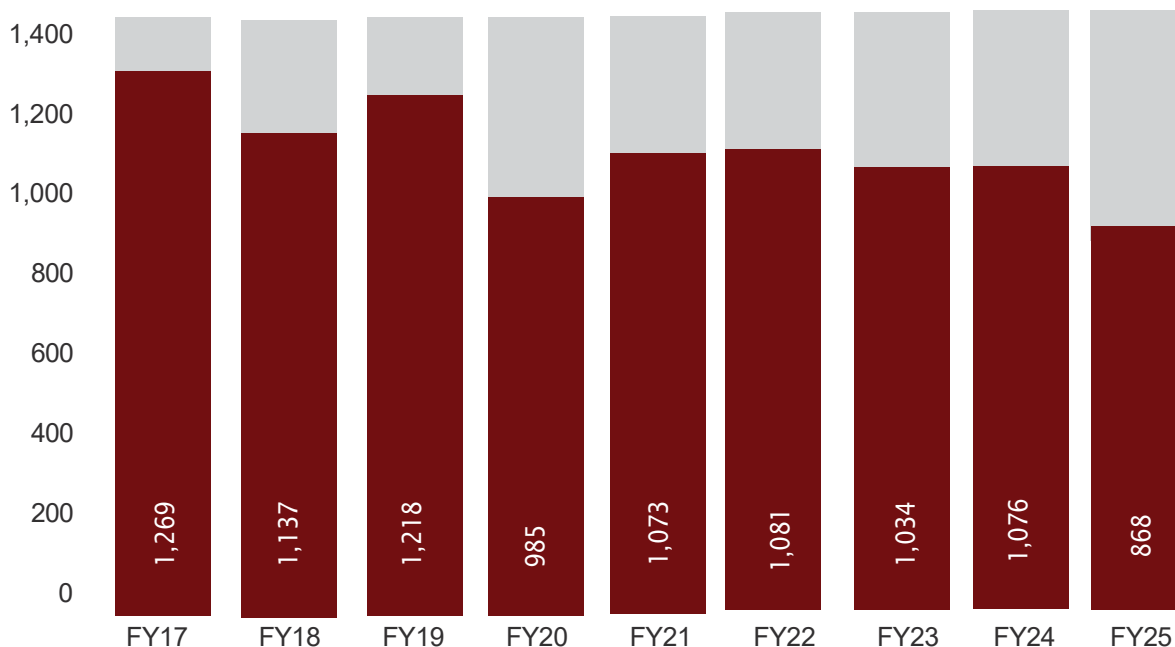
Inspections/Investigations

Inspection/Investigation Summary

The Board conducts new and routine inspections of all Missouri located pharmacies, drug distributors, drug outsourcers and third-party logistics providers. Board inspectors also conduct investigations as assigned.

- Three-hundred and eleven (311) investigations were completed during the fiscal year, representing a 26.4% increase from FY24 and a 47% increase since FY20.
- Eight-hundred and sixty-eight (868) inspections were conducted (-19.3%). The decrease is primarily attributable to pharmacist inspector vacancies/medical leave and the significant increase in Inspector investigations during the fiscal year.
- 734 pharmacies, 120 drug distributors, 1 drug outsourcer, and 13 third-party logistics providers were inspected during the fiscal year. Eighteen (18) drug distributors and two (2) third-party logistics providers were exempt from inspection as state-owned facilities or as authorized by 20 CSR 2220-5.040/20 CSR 2220-8.050 for facilities inspected by the U.S. Food and Drug Administration.

Pharmacy/Drug Distributor Inspection Summary



INSPECTION FINDINGS

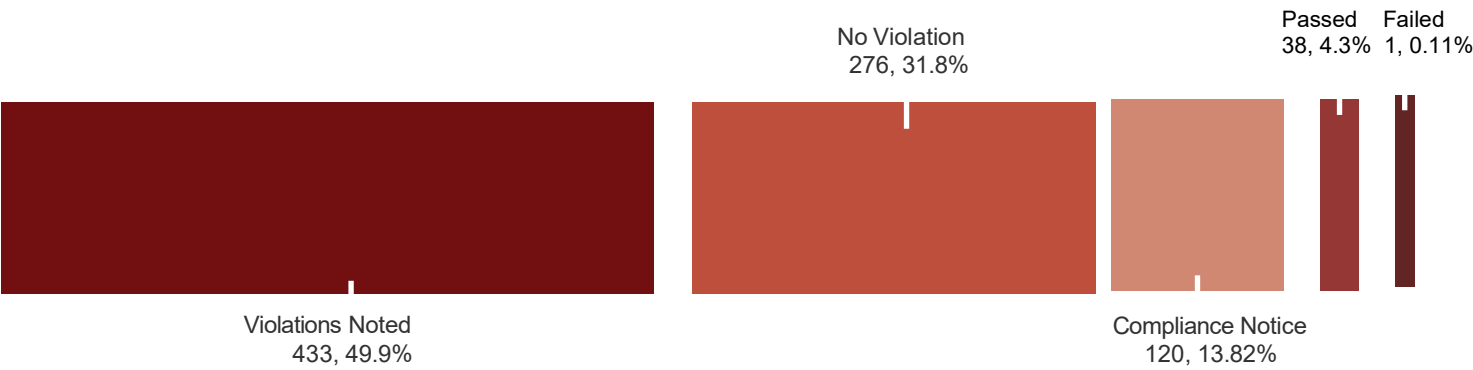
At the conclusion of an inspection, an inspector may initiate one of the following resolutions:

- Observation Report: Issued if no compliance issues are identified at the time of inspection or if compliance violations are noted that can generally be corrected and do not require further review/documentation.
- Compliance Notice: Issued if compliance concerns are discovered that require official documentation of corrective measures or in instances of multiple or repeat compliance violations.
- Quality Assurance Report: Issued if there is a specific question regarding the dispensing/handling of a particular prescription and/or drug.
- Investigation: An investigation may be initiated during an inspection if additional factual information may be necessary to assess compliance.

Inspections/Investigations

FY25 INSPECTION RESULTS*

Approximately 63.7% of Board inspections resulted in violations noted or a compliance notice being issued as reflected below:

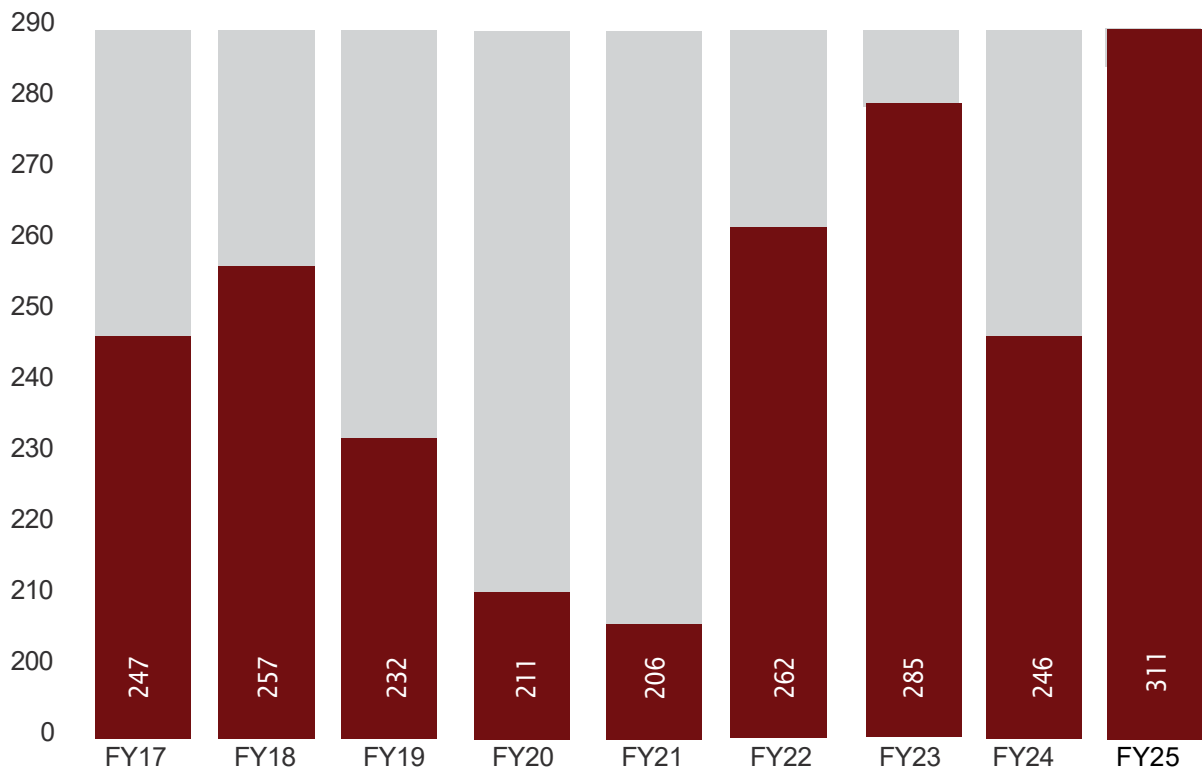


* Includes inspection results for follow-up inspections and investigations.

Inspection results in each category remained statistically consistent (e.g., no violation, violations noted, compliance notices).

FY25 INVESTIGATION SUMMARY

Three-hundred and eleven (311) investigations were completed during the fiscal year, representing a 26.4% increase from FY24 and a 47.3% increase since FY20.



Compounded Drug Testing



Testing Summary

Pursuant to § 338.150, RSMo, the Board operates a program to test drug preparations compounded by Board licensed pharmacies. All preparations are tested for potency and, if applicable, sterility and endotoxins. The data below reflects the fiscal year ending June 30, 2025:

Dosage Form	Tests Performed
Capsule	27
Topical cream/ointment/gel	13
Oral suspension/solution	8
Injection	2
Troche	7

Test Results	Tests Performed	Percentage
Satisfactory	37	64.9
Unsatisfactory	20	35.1
Total	57	100%

All unsatisfactory results were related to potency failures. An acceptable potency range is considered +/- 10% of the expected potency, unless a U.S.P. monograph states a different range for a specific preparation. Failing potency results ranged from 45.9% to 291.3%. Pharmacies are notified of unsatisfactory results and asked to complete a quality assurance review of their compounding practices and provide a corrective action plan.

Preparations With Unsatisfactory Results
5-Fluorouracil/Salicylic Acid
Amitriptyline HCl/Diclofenac Na/Lidocaine HCl/Metronidazole/Nifedipine
Biest/Progesterone/Testosterone
Biest/Progesterone/Testosterone/DHEA /Pregnenolone
Biest/Progesterone/Testosterone/Pregnenolone
Diltiazem/Lidocaine
Hydroquinone/Tretinoin/Fluocinolone Acetonide
Levothyroxine/Liothyronine
Liothyronine
Mexiletine
Naltrexone



Rule Changes

The Board continued its ongoing review of Board rules to ensure appropriate and consistent regulation and to adopt a standards of practice approach focused on:

- Establishing standards of practice to ensure patient safety
- Eliminating unnecessary regulatory requirements, and
- Maximizing pharmacist skill, training and education to enhance patient access to care

The following rules were promulgated/amended by the Board in FY25:

20 CSR 2220-2.013	Prescription Delivery Requirements	Enacted patient safety and notification provisions for pharmacies offering to mail or ship medication.
20 CSR 2220-2.715	Authorized Pharmacy Technician Duties	Clarified and expanded authorized pharmacy technician duties
20 CSR 2220-4.010	General Fees	Increased new and renewal application fees for businesses and individual applicants to accommodate increased costs and the state employee salary increases approved by the Missouri General Assembly. The FY25 fee increase was the first in approximately 17 years.

Rx Cares for Missouri

Rx Cares Program Overview

The Missouri General Assembly enacted § 338.710 in 2017 which created the Rx Cares for Missouri Program within the Board of Pharmacy to promote medication safety and to prevent prescription drug abuse, misuse and diversion in Missouri. Rx Cares Program funding is appropriated annually by the Missouri Legislature. The Board expended \$ 105,013.46 in FY25 on the following Rx Cares program activities:

Rx Cares Medication Destruction Program

The Rx Cares program was enacted simultaneously with § 338.142, RSMo, which granted the Board authority to establish a drug take-back program for controlled substances, in consultation with the Missouri Department of Health and Human Services. The Board subsequently established the statewide Rx Cares for Missouri Medication Destruction and Disposal Program for the collection of unused/unwanted medication. The medication destruction/disposal program plays a critical role in combating the opioid epidemic by providing safe options for patient disposal of unused or unwanted medication.

Pursuant to state contract, the medication destruction/disposal program is managed/operated by Sharps Compliance® under the supervision of the Board. Eligible program participants include:

- A licensed Missouri pharmacy or drug distributor
- A licensed healthcare provider authorized to prescribe controlled substances
- A hospital, office, clinic, or other medical institution that provides health care services
- A federal, state, local, or municipal public health, law enforcement, or other governmental agency, or
- A higher education institution located in Missouri that is accredited by a national or regional accrediting body recognized by the United States Secretary of Education. [20 CSR 2220-2.990]

Board approved program participants are provided a medication collection receptacle that complies with state and federal controlled substance laws. Collected medication can be mailed/submitted to an approved Sharps Compliance® vendor up to twelve (12) times per year at no cost to the participant.

- Expenditures for the medication destruction/disposal program totaled \$ 96,045 in FY25
- One-hundred and thirty-one (131) entities were approved to participate in the medication destruction/disposal program in FY25, including, pharmacies, hospitals, and local law enforcement agencies
- Approximately 16,294 pounds of unwanted medication were destroyed in FY25, representing an 11% increase. A total of 67,770.96 pounds of unwanted medication have been destroyed since program inception.

Rx Cares Grant Program

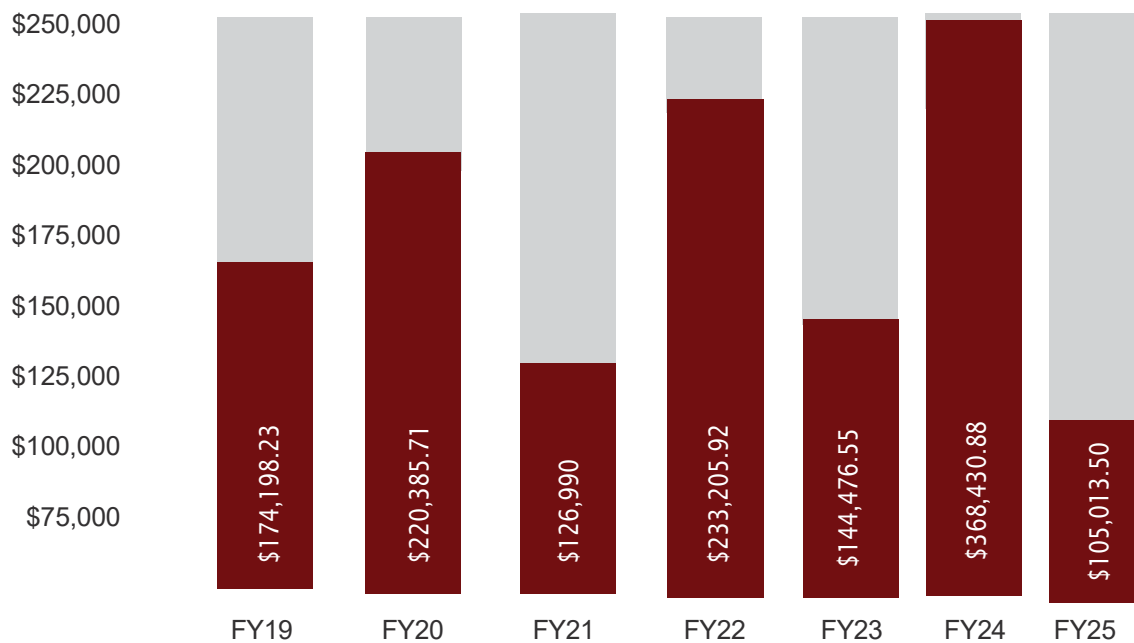
Section 338.710, authorizes the Board to expand, allocate or award funds appropriated to the Board to provide programs or education to promote the Rx Cares Program goals. The following Rx Cares grant funding was awarded in FY25:

Recipient	Description	Funding Amount
Univ. of Health Sciences and Pharmacy (St. Louis)	Funds awarded for substance use disorder safety and over-the-counter medication counseling/preventative services to be provided as part of currently operational free health clinics operated on the St. Louis College of Pharmacy, St. Louis campus. Proposed grant activities include substance use disorder prevention counseling, complimentary medication disposal kits and patient pillboxes, medication adherence recommendations, and over-the-counter drug counseling/information.	\$8,968.46

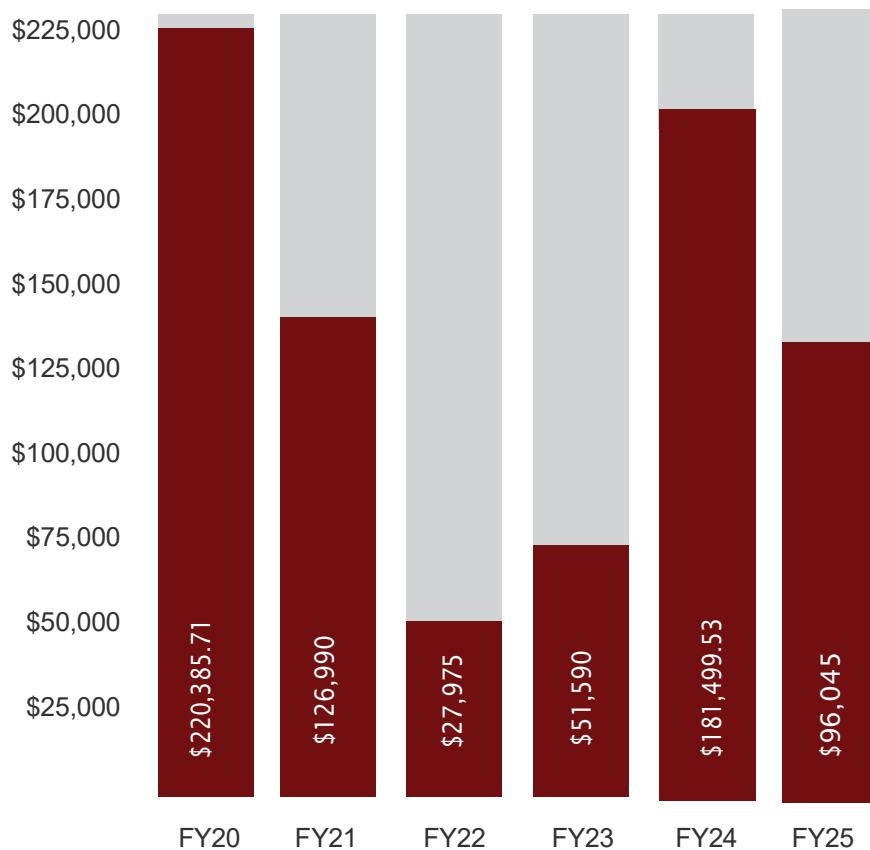
Rx Cares for Missouri



Rx Cares Expenditures by FY



Rx Cares Medication Destruction Funding



BOARD OF PHARMACY

 3605 Missouri Boulevard
P.O. Box 625
Jefferson City, MO 65102

 573.751.0091 Telephone
573.526.3454 Fax
800.735.2966 TTY
800.735.2466 Voice Relay

 pr.mo.gov/pharmacists



DCI

Missouri Department of Commerce & Insurance

CONNECT WITH DCI

